Ticket: # 1282422 - Terrible comcast speed issues constantly
Date: 10/22/2016 10:35:40 PM
City/State/Zip: Bethlehem, Georgia 30620
Company Complaining About: Comcast

Description
very in inconsistent internet speeds
Ticket: # 1283005 - Multiple issues
Date: 10/23/2016 6:20:51 PM
City/State/Zip: Lynnwood, Washington 98037
Company Complaining About: Frontier Communications

Description
We have had multiple issues with Frontier, our WiFi is incredibly slow and we called multiple times to have it fixed and the problem persists. They sent a technician over last week and he changed our router which did not fix the problem, he also gave us an extra router in case the problem doesn't get fixed (which obviously it didn't) Along with the poor quality of our internet, they have raised our monthly bill by 80$ over the course of a few months, which didn't give us any new features or anything. They have cut our service off even though the bill has been paid on numerous occasions, and then charged us a re-connection fee.
Description
She has complained many times to Centurylink about the speed of her internet. She is house bound and she needs to use the internet, there are times when she cannot conduct her business on the internet. This is the 2nd time in 6 months that her service has been slow for weeks at a time. The service gets so slow that she cannot access the internet. They are refusing to send a tech out and they are refusing to credit her.
Description
I have been contacting Comcast of the span of several months to get some stability with my internet connection, and for months I have been told everything was either fine or it was due to an issue at the tower. I have had several technicians come in my home, go up the pole outside and check the connections, all to no avail. My husband has replaced the modem, per their instructions, and I have unplugged the coaxial cable and power plug several times a day in order to get a signal.
Description
This is a follow-up to your previous request #1252739 "FCC complaint"

All areas of the original complaint were never address in the AT&T statement:

Issue #1 Representative hanging up on my call - Disconnection of calls to AT&T by customer service representative  (see previous complaint that was closed without explanation)

Issue #2 Internet and data instability
I continue to have problems with AT&T internet and data capabilities on the mobile phone and in my home. I have gone "over" on internet usage in my phone because of the slow internet access. (see documentation from internet speed on FCC app)

Data Usage on my cell phone is slow and I have unlimited data. I can prove that speeds have been throttled. (see some of the speeds of data usage

Issue #3 Rich neighborhoods have choices of high speed internet and other neighborhoods (within feet of them) do not.

High income neighborhood within feet from our home has higher speed internet access. AT&T did not provide actual specifics. The telecommunications line is directly behind my home according to our HOA. Our home was actually built before all the high end homes. I send documentation to that effect. The explanation of AT&T is broad and does not explain why? Nor does it give the actual mapping. Why are homes with in feet of my home not provided equal access. If internet considered as a public utility...Then why is AT&T allowed to provide unequal access. The law is specific as far as requirements of internet companies to upgrade its infrastructure. https://www.law.cornell.edu/uscode/text/47/1302

The lack of equal access with in the same area literally feet within my home is discriminatory. This is an issue that dates back to the construction of our home in 2004. The rich gated areas were built earlier in 2001, 2002.

And, according to AT&T's own mapping - no home under $500,000 in value (in a 5 mile radius from our home) has high speed internet access.

In my particular case, our homes in the [b] (6) [b] actually were built after the $500,000-$800,000 homes the the gated sub divisions directly behind our home.
Ticket: # 1283939 - Poor Internet Service
Date: 10/24/2016 1:22:32 PM
City/State/Zip: Jefferson City, Missouri 65101
Company Complaining About: Centurylink

Description
We can not more like 3/4 of the time get internet service. We are not receiving all of our emails. I could not even look up a telephone number because the internet is not working. They want to say there is a problem with my equipment but there is nothing wrong with my equipment. I had a tech guy come out one time that i paid $100 for and he found that there were no issues with my computer or modem. I have him coming out again to double check. I am not the only person this is happening to my neighbors are also having these problems.
Ticket: # 1284193 - Centurylink throttling internet speeds
Date: 10/24/2016 2:56:44 PM
City/State/Zip: Phoenix, Arizona 85022
Company Complaining About: Centurylink

Description
This is the second time I've had to file a complaint about throttled internet speeds, the first time they fixed it and it worked fine for a couple of weeks but recently it has been very slow just like before. Last night a device couldn't connect so I restarted the modem and after that it couldn't even connect to the internet.
Ticket: # 1284690 - The Comcast speed slows
Date: 10/24/2016 5:58:57 PM
City/State/Zip: Dunmore, Pennsylvania 18512
Company Complaining About: Comcast

Description
Comcast's internet is so slow for a few hours. Contact to Comcast tech support and they still unable to solve the problem on their end, and they wants to send the technician to come over my place. It is again same problem like 2 months ago. Last time Comcast was here on August 2016.

Test Result: http://results.speedtest.xfinity.com/result/1416225804.png
Ticket: # 1284909 - Slow internet service cases 101240129 , 101200220 filed 10/2016 and 53392424 filed 4/5/2016

Date: 10/24/2016 7:59:57 PM
City/State/Zip: Craryville, New York 12521
Company Complaining About: Hughes Net

Description
HughesNet seems incapable of providing internet service to me, at satisfactory speeds. It can take 10 mins to load a web site and some websites do not even load because of the slow service. Over the years I have tried addressing this issue, I have performed countless tests, changed my modem, router etc. cut down trees, have had a technician inspect my installation etc. now over the last 2-4 months my service has slowed even more. When I call HN technical support I am told that my service has been slowed because I have used up my data allowance. I have made several calls and each time I hear I am being slowed down purposefully by HN. At least 2 representatives have told me that I am UNDER using my data allowance e.g. 90-200 MG.s per month versus my allowance of 10GBs. Today I was told I was over using my allowance. It seems like HN is unsure of whether I am over or under utilizing my data allowance and is just slowing me down any way. It would be useful to find out what my actual usage is so,if necessary I can buy more data - or claim a refund. Several attempts to find out my data usage has only resulted in completely different usage numbers. Please help me get an internet service that is not periodically slowed down for no given reason.

Thank you.
Ticket: # 1285431 - Bright House Network service is terrible and getting worse.

Date: 10/25/2016 8:55:14 AM
City/State/Zip: Orlando, Florida 32817
Company Complaining About: Bright House

Description
I'm not one to ever complain. But this company is the worst. For years I had not been getting a consistent internet speed or signal. After countless complaints I just give up and call then back months later.

This last time I actually when as far as paying 40% more for the service and get a faster internet. Still have problems. I did schedule a technician and she came. After assessment she say they will send a subcontractor to change the lines into the house. Contractor came, knocked, I was in the bathroom and by the time I came out he was gone. I schedule another appointment for Sunday with Subcontractor and nobody ever showed up. I call BHN again. Half of the customer service rep on the phone get nasty once I start asking them questions (I work in IT). They want to schedule another tech again for the same thing the last one came the previous week. Yesterday I spoke with a supervisor and he promised the line will be install today. He lie again. The tech came today just to check again. This is being going on for over 11 years and just get worst. I called to get credit for the service I'm not getting and the rep. also refused. This company really needs to be dismantled and re done in smaller companies. The are milking the consumers and simply do not care. There is always an excuse why they can't deliver or they make the consumers look like they are wrong. On the mean time I have taken four days off and still have not a reliable internet signal and paying full price for it.
Ticket: # 1286050 - Speed and Billing

Date: 10/25/2016 1:28:48 PM
City/State/Zip: Magee, Mississippi 39111
Company Complaining About: AT&T

Description
I complaining about the speed of our internet. We live out in a rural part of Magee, MS and ATT is the only provider we can get for an ISP. Now they ran Uverse to an up and coming subdivision but didn't run it for my area which they bypassed on the way to a sub division. Also for the speed that I'm getting i'm paying about as much for their uverse plans. I'm only getting 1.5Mbps down and they say that is all I can get. They need to do something about the internet speed.
Ticket: # 1286157 - Internet Throttling
Date: 10/25/2016 2:08:05 PM
City/State/Zip: Gun Barrel City, Texas 75156
Company Complaining About: Sudden Link

Description
I pay for an unlimited 100 meg per second service through Suddenlink and can't internet game on the line or stream movies on Netflix most of the time. They are intentionally slowing my bandwidth or connection speed consistently and they say it's my equipment but I have changed routers 3 times. They selectively allow some sites like speed test to have full bandwidth and restrict others that actually apply like Netflix and League of Legends and Star Citizen. I can see a direct relationship between my frame rate and ping dropping to unwatchable and unusable levels and eventually my router is disconnected. They make every excuse in the book but they are outright throttling it any time I use these sites. I have confronted them repeatedly about this issue and they deny it. When I complain, for a day or two or if a tech is here they run it normal.
Ticket: # 1286525 - Poor Internet Service
Date: 10/25/2016 4:22:01 PM
City/State/Zip: Busy, Kentucky 41723
Company Complaining About: Tvs Cable Thacker-grigsby

Description
My wife and I have been customers of TVS Cable (Thacker-Grigsby) for 2 1/2 years now, during this time the service with this company has been horrible. While customer service has been friendly with us over the phone, the trouble with inconsistent speeds or no service at all has become a constant problem. As we move towards colder weather our cable internet service will either slow down to a crawl or become unresponsive for several hours. We have called their tech support office several times over the course of 2 1/2 years trying to have our service restored only to be ignored or put on a waiting list for repairs, never giving us an estimated wait time or any idea what the problem might be. Other times we are dealing with interference from their modem or some other device in the area of our home that causes some radio services to become unusable. My wife and I have had enough of the run around with TVS Cable and feel it is better to have your agency to look into this matter. Bottom line, the speed and inconsistent service has gone on long enough.
Ticket: # 1287045 - Intermittent Internet Connection
Date: 10/25/2016 9:01:16 PM  
City/State/Zip: Buffalo, New York 14222  
Company Complaining About: Time Warner

Description
I constantly lose my connection or speeds are reduced to 1 Mbs to my 50 Mbs internet service. As soon as I call my ISP my speeds are immediately back to 50 - 60 Mbs. I raise this question and no one can answer me. I believe I am being throttled because I only subscribe to the internet rather than TV and phone.
Ticket: # 1287110 - TWC wifi router not reaching 100mbs download speed
Date: 10/25/2016 10:06:43 PM
City/State/Zip: San Antonio, Texas 78204
Company Complaining About: Time Warner

Description
Tried both Arris and Technicolor routers with ac 5g capabilities but my wifi signals fluctuate between 5mbs and 96 mbs. TWC states its household interference but I am not sure that is the case. There is a cell tower from American tower about 100 feet from my home. Is there away to determine if it is a carrier issue or a customer issue?
Ticket: # 1288117 - Worst Internet EVER!!!!!!!!!!!!
Date: 10/26/2016 2:32:10 PM
City/State/Zip: Ocean View, Delaware 19970
Company Complaining About: Mediacom

Description
Quite possibly the worst company ever. I pay more than I ever paid for Xfinity or Verizon Fios and the "service" I receive it complete crap. The internet drops out constantly, they have been out to my house at least 15 times if not 20 or more. I spend hours on the phone with them and it all amounts to me being charged $150 a month for crap. They should not even be allowed to be in business. The speeds are no where near what they promise, that's when you are lucky enough to maintain a connection. I rent movies online and then can't watch them due to mediacom. It is so stressful to deal with them, and then to have to spend hours and hours waiting for them to show for the appointments. And every time they come out they fix something else but the fix is always temporary. I NEVER had these issues with Xfinity or Verizon and I paid less. It's insane and they are a monopoly because our town signed an agreement with them thereby forcing consumers to have no choice whatsoever. It should be criminal. When I subscribed I was told we had unlimited data and then started receiving notices that we had reached the data cap which apparently had been reinstated even though it was never agreed to or disclosed. Also my parents have the same internet service and experience the same issues at both of their homes. And unfortunately there are absolutely NO OTHER OPTIONS!!!! I am currently house sitting for my parents and have spent 35 mins so far on hold with Mediacom waiting for an Agent. I would follow their prompts to have them wait in line for me and call me back but I've tried that before and never received a call back.
Ticket: # 1288120 - Worst Internet EVER!!!
Date: 10/26/2016 2:33:52 PM
City/State/Zip: Ocean View, Delaware 19930
Company Complaining About: Mediacom

Description
Quite possibly the worst company ever. I pay more than I ever paid for Xfinity or Verizon Fios and the "service" I receive it complete crap. The internet drops out constantly, they have been out to my house at least 15 times if not 20 or more. I spend hours on the phone with them and it all amounts to me being charged $150 a month for crap. They should not even be allowed to be in business. The speeds are no where near what they promise, that's when you are lucky enough to maintain a connection. I rent movies online and then can't watch them due to mediacom. It is so stressful to deal with them, and then to have to spend hours and hours waiting for them to show for the appointments. And every time they come out they fix something else but the fix is always temporary. I NEVER had these issues with Xfinity or Verizon and I paid less. It's insane and they are a monopoly because our town signed an agreement with them thereby forcing consumers to have no choice whatsoever. It should be criminal. When I subscribed I was told we had unlimited data and then started receiving notices that we had reached the data cap which apparently had been reinstated even though it was never agreed to or disclosed. Also my parents have the same internet service and experience the same issues at both of their homes. And unfortunately there are absolutely NO OTHER OPTIONS!!!! I am currently house sitting for my parents and have spent 19 mins so far on hold with Mediacom waiting for an Agent. I would follow their prompts to have them wait in line for me and call me back but I've tried that before and never received a call back.
Description

I had attached several logs when I made my first complaint. I didn’t realize the figures that I had believed were the **real** Download and Upload speeds were really the figures from the router. I started using the Verizon online speed test sporadically throughout the day. Notes are included explaining reasons I tested, what was going on, etc.
Ticket: # 1288780 - Internet service
Date: 10/26/2016 7:25:05 PM
City/State/Zip: New River, Arizona 85087
Company Complaining About: Centurylink

Description
I am paying for internet service that is sub standard.
Ticket: # 1289181 - Poor Internet Service From Windstream
Date: 10/27/2016 7:10:50 AM
City/State/Zip: Campbellsville, Kentucky 42718
Company Complaining About: Windstream Communications

Description
We been a customer of Windstream for around eight years, as they were the only Internet provider in our area of Rural Kentucky. Recently we purchased a Roku device in order to watch streaming news shows as well as other live streaming shows. Our reception is less than perfect as when watching these live streaming shows on Roku they frequently drop-off and buffer or have to re-load the program. This is not good and believe they could provide adequate bandwidth for us as they provide in larger Kentucky cities. We are charged the same price but receive less than good service. We checked with a local computer place of Business and they said that Windstream doesn't provide enough "Bandwidth" to provide quality service. We checked the system control on our Roku Device and under "Signal Strength" it is rated "POOR". We feel we should receive the same level of service as the larger cities as we are charged the same. We can't change internet provider as Windstream has a Monopoly in our area.

Thank You,
Ticket: # 1289208 - internet
Date: 10/27/2016 8:21:06 AM
City/State/Zip: Chillicothe, Ohio 45601
Company Complaining About: Horizon Chillicothe

Description
we have been having issues for years, last night we had 0 internet speed. My son couldn't submit his online homework for school so I had to write a note and send a screen shot of our internet speed with him to school. I have been in contact with Horizon for two years and the problem keeps getting worse.
Ticket: # 1289224 - Internet Goes Out at Same Time Almost Every Night
Date: 10/27/2016 8:45:24 AM
City/State/Zip: Blacksburg, Virginia 24060
Company Complaining About: Comcast

Description
Our internet speed slows down to the point where it is unusable (devices show connected but say ”no internet”) around the same times every night - roughly 9pm, midnight, and 2am. We recently switched to a plan with faster speed due to this issue, however the same thing is still occurring even with the faster plan.

The plan we have was advertised as enough for 4 people to stream at the same time, so even if the issue were one of too many devices being connected (which, if it is being delivered as advertised, shouldn't happen), it would happen every time all four residents were using the internet, and not at the same times every night regardless of how many people are connected.

Every time we contact Xfinity/Comcast they say that from what they can tell our connectivity is fine and there are no shortages in the area - they either don't understand our issue or are purposefully not addressing the true issue.
Ticket: # 1289334 - Internet slow
Date: 10/27/2016 10:25:19 AM
City/State/Zip: Cave Creek, Arizona 85331
Company Complaining About: Centurylink

Description
I pay extra to have the fastest speed available and my internet is SO slow. All my neighbors are complaining to but we do not have another decent provider in the area.

,Can you help?
Description
As a professional counselor to have a consistent internet speed is vital to my work and to help others when they need me. In Puerto Rico there is no sufficient competition in this market for the company to worry about your Infrastructure and improve service quality, in addition to the high cost of their services. For that reason I would appreciate your agency investigate and demand a better service quality to Liberty Puerto Rico in the West region, in my case the town of Aguadilla.
Company link: https://www.libertypr.com/
Ticket: # 1290088 - paying for poor internet service

Date: 10/27/2016 2:56:52 PM

City/State/Zip: Marietta, New York 13110

Company Complaining About: Verizon

Description
I am the last household on a Verizon DSL line. I have continuing problems with being on the web due to failures to maintain an internet connection. I have called Verizon numerous times spending up to 45 mins on the phone at a time troubleshooting. When they do a speed test sometimes the internet is so slow that they are not able to complete the speed test. I often have speeds of between 1-2mbps. Last year Verizon installed new underground wiring to all the homes on our road except to our house which is away from other homes on the road. We farm the land between our house and our neighbors. The technicians tell us the problem is in the roadside wiring but Verizon doesn't allow them to replace the wire just fix the issue of the moment.
Ticket: # 1290140 - Frontier DSI
Date: 10/27/2016 3:14:59 PM
City/State/Zip: Fort Worth, Texas 76244
Company Complaining About: Frontier Communications

Description
i have had the attached problems since late July, as it was not happening with great frequency until mid August I did not contact Frontier until mid August

I opened a ticket and received no contact but following up was told issues were resolved> I could not prove otherwise so I let it go.

Now its the end of october and still have not had the issues resolved

I have attached a very long email that I have had with their online people which tells the story better than me retelling it here

I have tried to deal with other providers bit am told no other providers service my address and new neighbors are being told that there can be no new customers because their system is fulll at 5.
Ticket: # 1290643 - comcast internet service
Date: 10/27/2016 6:40:13 PM
City/State/Zip: Naperville, Illinois 60564
Company Complaining About: Comcast

Description
over charges on internet,, can not get the speed they charge me for.
Ticket: # 1290680 - Crappy internet  
**Date:** 10/27/2016 6:58:22 PM  
**City/State/Zip:** New River, Arizona 85087  
**Company Complaining About:** Centurylink  

---

**Description**  
Our internet is so spotty you never know when it's going to work or not used to be better but since in influx of more new homes it just gets worse trying to work from home is just about impossible.. it's very frustrating to try and do something and constantly get kicked off!! And that's with no one else home if hubby and son are home it's so much worse... and when I call they always tell me you need a new router, last tick that was here said it was their old equipment that was the problem working on fixing it but it's been several months and nothing has changed!!! Something somewhere somehow has to fix this or bring another company out here!!!
Ticket: # 1290758 - verison super slow service

Date: 10/27/2016 7:46:00 PM

City/State/Zip: West Reading, Pennsylvania 19611

Company Complaining About: Verizon Wireless

Description
Verison has brown out areas at least four times a week. you look up there no service, brown out areas on their map, its always the east coast, wash d.c., pa, n.j., n.y. and many other areas. Consumers should be compensated for this lousy service. Verison, no one, my foot
Ticket: # 1290860 - Unreliable Comcast internet service in our neighborhood

Date: 10/27/2016 8:48:44 PM
City/State/Zip: Brentwood, Tennessee 37027
Company Complaining About: Comcast

Description
Comcast internet service in my home for the last month or so (late September 2016 to the present -- late October) has become erratic and unreliable. I am paying for 25Mb/sec service but the speeds often drop to a few Kb/sec at times and occasionally the service is completely unavailable. I've had few complaints about Comcast ISP since moving here six years ago but something has apparently changed recently. Streaming video is virtually impossible due to drops in speed/service for brief periods of time. I can ignore the occasional blip but the recent drop in service quality is unacceptable. I am aware that at least some of my neighbors have experienced similar problems.
Ticket: # 1290951 - Speeds that were advertised are rarely attainable.

**Date:** 10/27/2016 10:05:31 PM

**City/State/Zip:** Omaha, Nebraska 68116

**Company Complaining About:** Cox

---

**Description**

I am paying for the ultimate package from Cox advertised at 300 down and 30 up. I receive about 2/3rds of that most of the week and on what I assume are busy days my internet will slow down (rarely packet loss, typically high latency) to around 70-110 down.

Contacting Cox has lead to no solutions, requiring me to get a new modem and saying the wireless may be affecting my service (i'm using an Ethernet cable.)
Ticket: # 1291565 - Internet service
Date: 10/28/2016 12:23:53 PM
City/State/Zip: Elk, Washington 99009
Company Complaining About: Centurylink

Description
They are having issues with their CenturyLink internet service. The speeds are terrible. They have replaced pieces of equipment to no avail. When they call CenturyLink they either get disconnected or poor service. Please address the speed and connectivity issues. ***CTR375-phone***
Ticket: # 1291660 - Inconsistent Fiber Optic Speeds

Date: 10/28/2016 12:56:14 PM

City/State/Zip: Cranston, Rhode Island 02921

Company Complaining About: Verizon

Description

Paying $45 a month for Fios Internet (50mbps / 50mbps), and I am getting inconsistent speeds. Sometimes my upload speed is higher than my download for absolutely no reason. And sometimes my download speed is higher than my upload speed. Now I understand the more devices in use the lower the number will be, so what I have done is tested my speeds with all my devices off except one (The one that is using to test), and it is still inconsistent in speeds. Sometimes off by 10-20 mbps. This is occurring on both Ethernet and Wireless. We own Verizon Fios’ new router (With the 5Ghz). It seems to happen around 3pm (EST) to 11pm (EST). Sometimes it's fine and sometimes it's not. When trying to load basic 1080p 60fps videos on Youtube I would get buffering non stop, etc. I feel this is either an issue with general network traffic or that Verizon is throttling my speeds. It would be greatly appreciated if this can be looked into.
Ticket: # 1292162 - Slow Internet Speed
Date: 10/28/2016 4:15:18 PM
City/State/Zip: Shenandoah, Iowa 51601
Company Complaining About: Mediacom

Description
CTR 384) The Consumer states that internet speed continues to be extremely slow and this inhibits the quality of his Video Relay Service as a result, he is made to feel isolated at his place as a result of unforgivingly slow Internet speed. The internet speed result is Download 8.51 MBPS; Upload 7.07 MBPS; and Ping 36.
The Consumer wishes for Mediacom to reexamine the situation and come to resolution on that. The consumer also requests to have the site survey done at his place.
Ticket: # 1292585 - Cox Internet is a scam
Date: 10/28/2016 9:48:35 PM
City/State/Zip: Mesa, Arizona 85206
Company Complaining About: Cox

Description
I don't get consistent speeds for the internet and I have had a technician come out about 6 times...I bought a new modem, new router (only started using ethernet to narrow down that it isn't wireless), I had a technician inside my apartment to check the wall/wiring and it is good. They kept saying the problem is outside. This has been going on since July 2016, it is now October and it is still having problems, again and again. I am suppose to get 150 mbps download and 10mbps upload...I even updated my internet package and I get 12mbps download and 1 mbps upload...usually it fluctuates ALL of the time and I am on the computer everyday. It is not consistent and I pay $75 a month for this crap!!!!!!!!!! I rely on my internet!!!!!!!!!!!!!
Ticket: # 1293075 - Poor quality internet service from Frontier

Date: 10/29/2016 2:36:33 PM  
City/State/Zip: Snohomish, Washington 98296  
Company Complaining About: Frontier Communications

Description
Hi, Our neighborhood has only one meaningful option for internet service. There is no cable and we live in the rainy Seattle area where satellite is unreliable. DSL is our only choice. Since Frontier took over from Verizon (maybe 7 or 8 years ago), we’ve seen a steady decline in the quality of our DSL service. Ironically, the speed is actually slightly faster when it actually works. Unfortunately the service is so intermittent as to be virtually worthless. We have called Frontier repeatedly (maybe a dozen times or more). Our neighbors have called Frontier repeatedly. They have not resolved the problems. When we call them for support, it is typically two or three days before they do meaningful technical troubleshooting. By the time they do, the problem has "magically" fixed itself for a few days. Then a few days later, the problems are back again. We are trapped by a monopoly company with no feasible options. As such, they have demonstrated very little effort to truly fix these problems once and for all. We would appreciate FCC assistance. Is there anything at all you can do to help?

Thanks,
Hello,

Basically, the problems I've been having are intermittent packet loss, t3 and t4 timeouts for over 2 months now. Just this past month, I have had 11 technician appointments, 2 of which did not show up, and 3 maintenance field appointments, all of which were marked "resolved". This issue has been ongoing and no one from Cox Communications has taken responsibility to fix the problem even with my persistence.

I was renting a modem+router through Cox that was "suggested" from a Cox Rep but later found out that it was not recommended with the Internet Tier I purchased. I went out and bought my own modem+router and even upgraded my internet to the Premier Tier but still had issues. I called Cox Tech Support and scheduled appointments where we did basic troubleshooting, replaced the coax cable, replaced the aerial drop, etc. I called Cox Tech Support a few more times and had tech supervisors, in-house and contracted techs come out to look at my problems. A few Cox Tech Support people I've spoken to have acknowledged and noted my issues, then scheduled the techs to come out. The Support also tells me my issues need to be fixed by Cox Maintenance people that can only be requested by their "in-house" techs and is "ran by a different department" that they have no control over. Some techs made the request to have a maintenance person come out to "fix" my issue but I would find out 2 days later that my ticket was marked resolved when nothing was actually done.

From my understanding and experience in dealing with Cox in these steps, I have to
1. Call tech support
2. Speak to someone who acknowledges my issue
3. They schedule an "in-house" tech appointment
4. In-house tech comes and sometimes they'll try to troubleshoot what has already been done and noted, or put in a ticket for maintenance to come out
5. Maintenance comes out and "fixes" the issue
6. Process is repeated because my problem does not get resolved.

It seems to me that their workflow and process is broken. There is no one to hold accountable at Cox and the representatives that gave me their word mean nothing.

There's been a few times where I've been put on hold with Cox Tech Support for 20 minutes and was transferred to the wrong person or a completely different department. There's been times where I have spoken to "Supervisors" who claim that they would oversee my internet issues until it gets resolved, but hear nothing from them again. I've even contacted Cox through Twitter and posted on their online forum but have gotten nowhere.
I have missed out on days of work to be here for "in-house" techs and wasted a lot of time on the phone talking to support, and even waiting for technicians to never show up. I've been a loyal customer for 12 years now and I find it ridiculous that I now have to send this lengthy and detailed complaint to the FCC but I do not know what else to do.

What finally triggered me to file this complaint was the fact that I had my 11th appointment scheduled today, 10/29/16 from 1-3PM and the cox technician was a no-show and did not even call but claims he did! I had to call tech support AGAIN to "reschedule" a 12th appointment.

Please send help,
Thank You.
Description
My internet service is very slow sometime, especially in weekends. (low down/upload speed, high lag)
I contacted Centurylink many times about this, but no permanent cure.
Ticket: # 1293336 - internet speed
Date: 10/29/2016 8:28:51 PM
City/State/Zip: Amelia Court House, Virginia 23002
Company Complaining About: Tds

Description
I cannot watch HULU, Netflix or Amazon Prime, i tried going to TDS.net to send an email, BUT that wasnt working either...NO SURPRISE.Citizens of Amelia County are so disgusted with this out of date, incompentent, couldnt care less company, that we pray for other choices.As of now we have none...only TDS.
This is my second complaint, i am paying for so called high speed internet and well right now i dont even have slow internet.
I have called Comcast, Verizion, AT&T, they all say they get calls every day about TDS, but they are "locked out" of Amelia County.
Please help with this problem,
thank you
Ticket: # 1293436 - Rise Broadband

Date: 10/30/2016 12:10:41 AM
City/State/Zip: Early, Texas 76802
Company Complaining About: Rise Broadband

Description
This ISP has horribly inconsistent speeds, apparently oversold bandwidth. Supposed to get 3kbps, I never get above 1.5. Numerous complaints have been filed with no resolution. In addition, they bill me for equipment rental when I had bought the equipment around 10 years ago from the previous owner. This is the only option in the area aside from sat which has unacceptable latency and caps.
Ticket: # 1293609 - Cox inconsistent service and data cap
Date: 10/30/2016 10:35:58 AM
City/State/Zip: Eglin Afb, Florida 32542
Company Complaining About: Cox

Description
For the region we live in, Eglin AFB FL, Cox is the only high speed internet provider we have access to. They over charge for crappy service. The internet service goes out for a couple hours in the early afternoon at least 2 days a week. I pay for the 100mb download service and generally get speeds in the 50mb range as an average. When we call nothing gets rectified. On top of unreliable service from our only available provider, they are now scheming to put a data cap on the service of 1tb per month with fees associated if you go over. I pay 90 a month for this, and with no other option and no competition, it has gotten out of control.
Description
I purchase the 60 mbps package from TDS Telecom but rarely ever get this speed. I usually will get between 3 and 20 mbps. I have contacted them several times and all they say is that they are aware of the issue and working to resolve it. It's been this way for over 8 months.
Description
The customer service department is awful call in for help and get shuffled around mislead and lied to. Ask for supervisor repeatedly get transferred to another agent. I have lost day and half of work (work from home) to get a $3 credit. Its been 4 days calling to get the same problem fixed. While speaking to customer service agent Andrew in the background another agent jokes loudly about having supervisor call with other agents.
Description
I believe Cox is now throttling my connection after a late night "outage" in my area. My connection constantly drops out and I can't even stream video on the lowest quality settings anymore. My speeds are way below advertised...about 90% below. Basically a crawl.
Description

I live in an area where we are forced to have AT&T as our internet provider (no option for, say, Verizon, Fios). For several years we have dealt with the inadequacies of this substandard services, and today, I am sick of it. Our internet is ridiculously slow, and often non-existent. It takes AT&T ages to get out and fix it, and we have to spend literally hours on the phone with them. My neighbors have the same problems as I am describing, so I know it isn't just our home. In the meantime, our rates continually rise for this service.

It seems to me that if the FCC is allowing AT&T to be the sole provider in my area, then the FCC should be sure they are doing what they have signed up to do--PROVIDE THE SERVICE! I would like to request that either AT&T be monitored much more closely, or better yet, this area is changed to Verizon Fios, so we can actually get service. At this point, my phones, tv, computers, and wifi, are all linked to this poor service. In this day and age, nobody has time for the nonsense that AT&T is dishing out. Please fix it!
Ticket: # 1295778 - internet service
Date: 10/31/2016 10:40:16 PM
City/State/Zip: Seven Points, Texas 75143
Company Complaining About: Centurylink

Description
for the past 2 weeks we have had virtually no internet. On Oct 29th i had a conversation with a centurylink rep that told me there was a problem with the line from the main hub to my house and that they would send a tech out to fix the problem. The problem will be fixed by 7:00 pm. At 8:45 pm I called centurylink to inform them that the internet was not fixed. I was placed on hold for over an hour before they disconnected the call. On the 24th of Oct my wife had an online conversation where the representative stated the there was a problem with the lines because centurylink over sold internet service in our area and that internet speed will be slow and that the problem should be fixed by November 20th. people in our are are being told different things, to include the line in your house is the problem and you will need to have it replace or we can replace it for you for a fee.
The following is a copy of the transcript of my wives conversation with a centurylink rep,

General Info
Chat start time Oct 24, 2016 8:35:52 PM EST
Chat end time Oct 24, 2016 9:02:19 PM EST
Duration (actual chatting time) 00:26:26
Operator Jefferson

Chat Transcript
info: Please wait for a site operator to respond.
info: Welcome to CenturyLink! My name is 'Jefferson', and I will be assisting you today. Please give me a moment while I pull up your account information.
I've used the troubleshooting tool, the results were Error: Line unstable
Jefferson: Thank you for contacting CenturyLink, How may I help you today?
Jefferson:
I've used the troubleshooting tool, the results were Error: Line unstable
my internet is in the toilet. has been since sunday
Jefferson: What do you mean it's in the toilet?
slower then molassus
buffering shows every 15 seconds
already hard reset the router
Jefferson: Let me check it on my end. Can you provide the full name of the account holder and the complete billing address please?

Jefferson: Let me pull up the account first and after that i check the status. Please wait for a moment.
Jefferson: Can you tell me the make and model of the modem please?
model PK5001Z
make ZYXEL
Jefferson: Okay, can you provide the last 4 of the SSN please?
Jefferson: Please wait Please bear with me. I am reviewing your line stats here on my end.
Jefferson: We sincerely apologize for the inconvenience. We're aware of the congestion in your area that is causing slow speeds, and we are currently working on increasing the bandwidth to meet your needs. This can take a number of days to implement, but please be assured that we are working to resolve the issue as soon as possible. We anticipate this to be corrected on 11/22/2016.

I'm not sure congestion is my issue, the troubleshooter stated Error: Line unstable TIP: Copy and paste the error into your chat session with the agent. What does it mean? Instability in your line affects the quality and consistency of your service. It can be caused by many different things. Most commonly, it happens when there's a problem with the physical equipment or wiring between your modem and the CenturyLink network connection to the internet (DSLAM). If the problem is outside of your home, then a technician will need to investigate the problem to pinpoint the location of the problem and fix it.

when was our router replaced last?
Jefferson: Yes, the troubleshooter is referring to the line going to our DSLAM which is other customers is also connected. That's why you're having line stability issues in the troubleshooter. The modem is not the problem, it's our line which causing you slow speeds because of the congestion.

ok well, since it looks like it'll be a month till we have internet again, am I really going to be paying for speeds I will not be receiving?
Jefferson: I can't even watch a show with what I have now. Gaming is out of the question, and honestly that's the whole reason I have internet.

Jefferson: If I am also in your situation, I'll probably ask for the same question. What I can suggest you to do is to call our Consumer Care Department and tell them that you have talked to us and informed you about the outgoing outage in your area which is a bandwidth exhaust that causes you slow speeds.

Jefferson: I can give you their number so you can call them. Is that okay with you?

yes
Jefferson: Please wait for a moment.
Jefferson: 800-788-3500 option 3
Jefferson: They are open from Monday to Friday 8AM-8PM, and Saturday 9AM-2PM.

Jefferson: I'm very sorry you're having these issues, I can understand how frustrating it must be. I can assure you that we care about you as a customer and will work diligently to get this resolved for you as soon as possible. In the meantime, is there anything else I can help you out with today?

thanks, have a nice night thank you.
Jefferson: You're welcome. Thank you for choosing CenturyLink. Have a goodnight.

info: Your chat transcript will be sent at the end of your chat.
Ticket: # 1296308 - Comcast internet

Date: 11/1/2016 11:09:50 AM
City/State/Zip: Rohnert Park, California 94928
Company Complaining About: Comcast

Description
For several years I have been a customer with Comcast. I have dealt with intermittent and slow connection, awful customer service and rising bills.
Ticket: # 1296537 - Data Caps and data throttling
Date: 11/1/2016 12:46:30 PM
City/State/Zip: Madison, Wisconsin 53703
Company Complaining About: Charter

Description
I would like this to stop, this is unfair treatment just be cause i use my internet i should not have a data cap or data throttling.
Ticket: # 1297252 - Un just early termination fee
Date: 11/1/2016 5:13:42 PM
City/State/Zip: Rigby, Idaho 83442
Company Complaining About: Dish Network

Description
Back in May 2016 I ordered Dish services for TV, Internet and Telephone for my home. Dish subcontracted the phone and internet service to Century Link without notifying me until the installer arrived. The internet service was lousy less than half the speed I had with Cable 1 before. In addition the telephone service was not as advertised either, each time I needed to make a phone call over 5 miles away it was inaccessible. I was forced to pay an additional $10 per month to call out of state or out of town. In August I had enough of their super slow internet service which Dish refused to do anything about and their overpriced phone service. I asked about terminating both phone and internet. I was told I could terminate the phone service without a problem but the internet would cost a $200 early termination fee. I objected that since they were inadequate there should be no fee. On the net you could not stream movies without dozens of stops and slowdowns, phone internet was practically useless forcing us to use 4G data from the cell phone company. U tube was slow and unreliable, their service was a nightmare. Since Dish said I could stop phone service I bought a magic jack connection in October and began using it. When Magic Jack notified Dish of the phone switch they cut off the internet service rendering Magic Jack useless. I called Dish to find out what happened and their story changed. They said since I terminated the phone agreement it was bundled with the internet and as a result I had terminated the 2 year contract. I protested that an earlier representative had said I could terminate phone only. They said I could cancel my new internet and resubscribe to their lousy internet or otherwise I had to pay a $180 termination fee which I am sure they will threaten to collect within the next few weeks.

I spoke with Ava in Customer Service today November 01, 2016 and she transferred me to an Andy in the Account Specialty Dept. who are absolutely useless and reread the same tired scripts. No one will address the slow inadequate internet speeds that drive customers away.

I am asking the FCC to investigate this travesty and cancel this unjust $180 fee before it interferes with my satellite TV billing. Customers should be advised how slow and inadequate the service is before being bound to any contract.
Ticket: # 1297653 - Loud TV commercials
Date: 11/1/2016 9:05:16 PM
City/State/Zip: Alpena, Michigan 49707
Company Complaining About: Verizon

Description
TV commercials are way too loud.....much louder than the current program
Ticket: # 1297851 - Internet outages
Date: 11/2/2016 12:52:44 AM
City/State/Zip: Boulder, Ohio 80301
Company Complaining About: Comcast

Description
For a month now I have been having constant outages, every time I try to get it fixed Comcast tells me it is fixed but it never is. I have been paying for 100mb/s internet and not receiving the service I am paying for. Comcast already pushed Google fiber out of boulder so it could be the only high speed (>50mb/s) provider.
Ticket: # 1298139 - Verizon DSL Reliability Issues
Date: 11/2/2016 10:41:37 AM
City/State/Zip: Riverhead, New York 11901
Company Complaining About: Verizon

Description
Verizon has been unable to maintain a constant speed on its DSL service in Riverhead, New York causing the internet connection to drop intermittently. When confronted with this, they have said that they have made the necessary program changes but the service still drops out intermittently.
Description
We currently have no broadband Internet providers in Omaha Arkansas. The only company that sells Internet service to Omaha is North Arkansas Telephone Company and their Internet service does not meet broad band specifications. The rates are too high for such slow speeds when ISP's that cover other towns in this county cost the same but give you much higher speeds. NATCO does not even have an office in the county I live in.
Ticket: # 1299496 - Formal Complaint against Comcast

Date: 11/2/2016 7:59:59 PM
City/State/Zip: Bonita Springs, Florida 34134
Company Complaining About: Comcast

Description
On November 2, 2016 Comcast Service Technician Alex Romero came to our home to add a booster for our internet service since it was slow. This service was the suggestion of the Comcast representative Rick when I called to terminate service at our old address since we recently moved. The service technician, Alex, was extremely rude and condescending and entered our home without identifying himself. My husband stopped him and made him state his name. Alex Romero proceeded to install the booster and remove a new wireless hub and replace it with an old one. He then established a wifi network and password without our permission and without telling us. The internet speed, which he was supposed to diagnose and correct, was worse than when he arrived. He then proceeded to leave without telling us. So we now have worse internet speed and when we called Comcast to make a complaint, they said they couldn’t take the complaint. This is unacceptable.
Ticket: # 1299562 - COX CABLE INTERNET CONDUCTIVITY

Date: 11/2/2016 8:53:05 PM
City/State/Zip: Williamsburg, Virginia 23188
Company Complaining About: Cox

Description

SINCE MAY OF 2016 I HAVE BEEN PAYING A PREMIER INTERNET PACKAGE WHICH CONSISTS OF SPEETS UP TO 150 MBPS, IN THE LAST SIX MONTHS I HAVE HAD COX TECHS TO MY HOME NO LESS THAN 4-6 TIMES, DUES TO SPEEDS BETWEEN 10-35-70 MBPS. AT NO TIME DURING THE LAST 6 MONTHS HAVE I SPEEDS IN THE RANGE OF 100-150 MBPS WHICH I HAVE BEEN PAYING FOR. EVERY TECH THAT VISITS MY HOUSE WHICH IS A NEWLY BUILT STRUCTURE HAS NEVER GIVEN ME THE SAME REASON FOR THE ISSUE. THERE HAS BEEN CONSTANT INCONSISTENCY EXCEPT FOR THE SPEED WHICH HAS NEVER BEEN IN HE RANGE OF WHAT I HAVE BEEN PAYING FOR. I HAVE NUMEROUS EXCUSES WHY THEY CANNOT PROVIDE ME WITH THIS SERVICE, AND THAT THE NEXT TIME THE TECHS VISIT WILL BE THE TIME THEY WILL FIX MY INTERNET SERVICE. AT NO POINT DURING MANY CONVERSATIONS WITH COX'S MANAGEMENT HAVE THEY OFFERED TO REIMBURSE ME OR GUARANTEE ME THAT WOULD HAVE MY SYSTEM CORRECTED. IN MY OPINION EITHER THEY ARE OVERCHARGING ME FOR A SERVICE THAT THEY KNOW THAT THEY CANNOT PROVIDE DUE TO EQUIPMENT OR TECHNICAL ISSUES
Ticket: # 1299873 - Internet
Date: 11/3/2016 8:31:48 AM
City/State/Zip: Riverhead, New York 11901
Company Complaining About: Verizon

Description
Verizon is unable to maintain a steady speed and I have lost the internet connection repeatedly.
Ticket: # 1299959 - Cable Company Optimum

Date: 11/3/2016 10:03:16 AM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: Cable Vision

---

Description

Optimum is the only one company who provides the internet service to my block. The Customer service is very lousy. There is basically no technical support when you call they give you run around. I am paying almost $70 for lousy internet. When I am watching movie thru internet it always interrupts, it takes long time to download the video, I have a feeling if you do not get optimum tv they are slowing down video streaming, one of my computer was not able to connect internet. They refuse to provide service.
Ticket: # 1300447 - internet problems
Date: 11/3/2016 1:37:42 PM
City/State/Zip: Isabela, Puerto Rico 00662
Company Complaining About: Claro De Puerto Rico

Description
Tenemos servicio de internet y teléfono con la compañía Claro de Puerto Rico, se cogio servicio de 4 megas pero la compañía solo puede proveer 3.2 a 3.5 por la distancia ese servicio se cae a cada rato y no trabajan bien los equipos, nos tienen atados a un contrato, llamamos para cancelar contrato por q el servicio no funciona correctamente y no nos quieren ayudar. esperamos ustedes puedan ayudarnos.
Ticket: # 1301269 - Internet speeds
Date: 11/3/2016 7:13:44 PM
City/State/Zip: Belmont, Mississippi 38827
Company Complaining About: Maxxsouth Broadband

Description
I am paying for broadband internet from MaxxSouth. I pay a total of 82.80 a month for up 50Mbps. If i am not mistaken the fcc says broadband is 25Mbps and up. I am not getting what i am paying for. I have attached a screen shot of a speed test i just ran 11/03/2016 on MaxxSouth's support page.
Ticket: # 1301476 - COMCAST ARE CROOKS!
Date: 11/3/2016 9:51:25 PM
City/State/Zip: Denver, Colorado 80204
Company Complaining About: Comcast

Description
Comcast is the worst internet provider of all time. We have had so many issues with our service. Slow speeds, intermittent connection, no connection. After a dozen phone calls with customer service, we have had it. We have never received a credit for our poor service. We will be switching providers but this company needs to be reprimanded.
Ticket: # 1301533 - non working service
Date: 11/3/2016 10:55:18 PM
City/State/Zip: Clute, Texas 77531
Company Complaining About: Comcast

Description
My service has not worked correctly since i started it 7 months ago. I have had 3 no shows for appointments 3 calls without repair one rewire and still not working. I have been promised credit and repair but none were honnered by comcast. I have refused to pay my bill intil the matter is tesolved and was promised the cable would not be turned off. The cable was turned off then promised to be turned back on but comcast failed again. I have taken off work and lost over $800 in pay to deal with this issue and demand some form of compensation or will go to small claims court for months of payment for a non working service
Ticket: # 1301756 - Windstream internet
Date: 11/4/2016 8:50:03 AM
City/State/Zip: Aberdeen, North Carolina 28315-4908
Company Complaining About: Windstream Communications

Description
We have had Windstream internet since 2012 and have had no real issues with connectivity until the past year. It started out as a "every once in a while" problem that has recently become a daily problem. We can barely get a regular webpage loaded much less stream Netflix or Amazon Prime. I also take classes online that are now almost impossible to get to more often than not. We pay $74.99 a month between our service fee and all of the surcharges and other fees for a service that is only giving us about half of what we pay for and it's affecting my ability to finish class and get my certification. We try to contact them but the phone wait times are long and web chat is useless if you can't get online.
Ticket: # 1302420 - Unstable connection impacting the quality of his ability to place VRS calls.

Date: 11/4/2016 1:31:51 PM
City/State/Zip: Las Vegas, Nevada 89108
Company Complaining About: Cox

Description
(CTR 384) The Consumer states that the internet connection is bad at his place and as a result the impact of such connections result in diminishing the quality of his VRS connection and consequently he is isolated and he struggles to understand VRS interpreters and the VRS interpreters are not able to understand him either. His communication access is blocked.

The consumer wishes for Cox Communication to do a site survey and improve the internet speed to top tier quality.
Ticket: # 1302847 - Internet speeds
Date: 11/4/2016 3:38:22 PM
City/State/Zip: Doswell, Virginia 23047
Company Complaining About: Centurylink

Description
Her State Corporation told her to call. She is dependent on CenturyLink for phone and internet service. They are the only provider in her area. The internet service is very slow. CenturyLink has promised to supply a faster connection but they haven’t. She has issues with the internet speed and some days she cannot connect. She cannot connect to get her e-mail. CenturyLink has told her that her speeds are slow due to heavy traffic.
Ticket: # 1303551 - Cox Communications

Date: 11/5/2016 3:32:16 AM
City/State/Zip: Scottsdale, Arizona 85254
Company Complaining About: Cox

Description
I have lived in this house for over twenty four years and I have had issues with telephone service, cable and internet service EVERY year since. For the past nearly three years we have been paying for Cox Communications' "Ultimate high Speed Internet" service and we have been putting in monthly to weekly calls to them for lack of proper service. They have been providing us with the incorrect modem for over two years and now, even with the proper modem, we still are not anywhere near the proper speed. We are supposed to receive 150K Mbps but only get between 9 and 35 Mbps. I am frustrated beyond belief. They have set up appointments for a supervisor technician to come out and they have not shown up on occasions despite having had an appointment. We have been disconnected during calls to supervisors and our calls are not returned. We have to reboot our cable modem weekly due to not getting certain channels, freezing and/or pixelating. For nearly $200 per month we should be receiving MUCH better service as well as customer service. They were just out here yesterday at 3PM and our current internet download speed is 21.78 Mbps which I tested while filling out this form.
Ticket: # 1303558 - slow speed and way way over price

Date: 11/5/2016 5:31:33 AM

City/State/Zip: Arcadia, Florida 34266

Company Complaining About: Centurylink

Description

i had billing error for over a year now. keep calling and its never fix.
their overcharging for phone, tv, internet. over 200 bucks.
last their refusing to upgrade my speed. over and over. house next door has 100mb from them.
Ticket: # 1303565 - Comcast bandwidth manipulation

Date: 11/5/2016 6:10:36 AM
City/State/Zip: Jacksonville, Florida 32258
Company Complaining About: Comcast

Description
Comcast has started lowering my bandwidth without notice. This is the same service I have been paying for with no restrictions for 3 years. Why should I pay more for less service? This is stealing from consumers.
Ticket: # 1304337 - paying for crappy Internet

Date: 11/6/2016 12:51:20 AM
City/State/Zip: Owensboro, Kentucky 42301
Company Complaining About: Time Warner

Description
We have had 3 months in the past we had problems with the connection and had so many techs out to say its fine. Now Today we start having more issues for few days around 11pm CDT with problem with slow speed. We have had techs out and they never seem to find and fix the problem and im tired of paying for crap service. We pay for 30 Download and 5 upload and we only get 2.34 Down.
Ticket: # 1304408 - Centurylink internet  
Date: 11/6/2016 6:54:49 AM  
City/State/Zip: Hawk Point, Missouri 63349  
Company Complaining About: Centurylink

Description
Since last complaint Centurylink did come out to my house and stated that they were able to get my internet speed upto 8 MBPS. Speeds still lag at times when I have good signal from my router and I was told by the tech. that they would not be able to get a faster speed. The internet is also dropping packets causing additional lags in speed. Charter internet is offering speeds at 100 MBPS within 10 miles of my home. Centurylink refuses to improve their internet speed and Charter is unable to provide competition in my area. There is a Charter internet line that goes through my town in Hawk Point MO connecting 2 towns.
Ticket: # 1304559 - Internet price and quality
Date: 11/6/2016 1:00:49 PM
City/State/Zip: Houston, Texas 77067
Company Complaining About: AT&T

Description
I am paying over $50 dollars for my internet service and half of the time it is not functioning. The internet tends to lag or loose service on the daily.
Ticket: # 1304797 - Comcast is screwing me royally!
Date: 11/6/2016 5:36:09 PM
City/State/Zip: Houston, Texas 77051
Company Complaining About: Comcast

Description
I am not getting the high speed internet I am paying for and every time I call in to Comcast, they agents, including supervisors, lie, stall and disconnect from me. I am suppose to be getting 150 Mbps but SpeedTest results consistently show I am getting below 120 Mbps. Comcast makes me jump through all kinds of hoops each time I call but they never resolve the issue buy improving my internet download speed to the 150 Mbps that I am suppose to be getting. Also, Comcast has inflated my monthly bills with charges for Unused Equipment for movies that I do not want and tried to turn in but was told I may as well keep it. What do we consumers have to do before we can get resolution? How can a company continue to abuse their customers over and over and over, again before the government oversights get them to stop cheating citizens and treat us fairly. This has been going on for far too long with too little real results. Help us, please!
Ticket: # 1304968 - No Internet Upload Speed

Date: 11/6/2016 9:26:38 PM
City/State/Zip: Edenton, North Carolina 27932
Company Complaining About: Mediacom

Description
Since 10/19/2016 for the most part I have not had any upload speed from Mediacom. They do not seem to be able to fix the problem. Very difficult to convey to anyone that you do in fact have a problem. To date I have spent 10 hours on the phone and dealing with techs. Mediacom does not really react until you put in 3 calls. And they don't send someone who knows anything until the third call. They claim they have done maintenance on lines but who knows.
Ticket: # 1305016 - Still having connectivity issues with my internet connection
Date: 11/6/2016 10:41:14 PM
City/State/Zip: Houston, Texas 77090
Company Complaining About: Comcast

Description
I am still having issues with my internet connectivity. My internet keeps disconnecting and my internet speed keeps jumping from zero to 10mps even though I pay for 150 mps speed. I have called them and made complaints but they have gone unanswered. I have also filed complaint with the FCC. My FCC ticket number for my 10/12/2016 regarding the same issue was 1248885. I did get a call from Comcast but they did not do anything to fix the issue. When I call the agents tell me that they cannot see anything wrong and no technician is sent out to address it. When I called all I get is hang ups. The agents hang up the phone on me so at this time I am sick and tired of getting hang ups. I am compelled to endure the poor service I am getting with a high monthly bill with no resolution. I am compel to keep their service or pay an early cancellation fee. The options I get from Comcast is to deal with the lousy service I am getting and continue to pay my bill on time or cancel and pay an early cancellation fee. So the bottom line is that either way I lose and Comcast does not care.
Ticket: # 1305598 - AT&T Not finishing jobs
Date: 11/7/2016 1:15:59 PM
City/State/Zip: Micanopy, Florida 32667
Company Complaining About: AT&T

Description
Getting runaround again with tech guy in regards to internet! He got it to 3.0 speed for 3 minutes then off! No one letting us know status, not showing up, getting run around at tech support! 4 days now. Unacceptable!
Ticket: # 1305759 - fiber optic runs right by my house

Date: 11/7/2016 2:21:39 PM

City/State/Zip: Mifflinburg, Pennsylvania 17844

Company Complaining About: Windstream Communications

Description
Windstream internet is terrible and they do not fix it all my neighbors agree. Service Electrics Fiber optic runs right by my house but I am told I cant hook up to it because Windstream owns the rights to the poles. That is bs you can pick any electric company you want so I want to pick my internet.
Ticket: # 1306179 - internet, tv billing
Date: 11/7/2016 5:16:43 PM
City/State/Zip: Miami, Florida 33196
Company Complaining About: AT&T

Description
on going billing issues and inconsistent quality of service and speed
Ticket: # 1306251 - Ongoing, repeating, terrible internet service: both speed and slow tech response
Date: 11/7/2016 5:43:13 PM
City/State/Zip: Wyalusing, Pennsylvania 18853
Company Complaining About: Frontier Communications

Description
Repeatedly my business internet service goes down completely or the download speed is useless. It has been 0.20 mbps since last week. Frontier initially said they would provide a technician 7 days later! This is unacceptable, and both their slow response time and terribly poor internet service for this entire region should have some punitive action done by the FCC on Frontier. And, do not close out this complaint until I have had the opportunity to respond to Frontier's response (like you did the last time!)
Ticket: # 1306483 - Frontier Internet Outage
Date: 11/7/2016 7:28:53 PM
City/State/Zip: Seabrook, Texas 77586
Company Complaining About: Frontier Communications

Description
Frontier Communications has been the worst internet company ever. Make that worst company period. Their internet is always out. Currently we are on Day 3 of no internet. I tried calling their customer support hotline and waited for 18 minutes to get an answer. Then, I could hear a lady talking on the line about her weekend and what she was going to make for dinner. It seemed that my call was pushed through to support, but the lady on the other end did not know that I could hear her. I had to hang up and call back again just to be told that there is an outage. The technical support gentleman was nice so I do not hold it against him. However, Frontier Communications does not deserve a penny of service for their lack of internet.
Ticket: # 1306492 - Comcast did not follow thru with the plan I was advised of  
**Date:** 11/7/2016 7:33:50 PM  
**City/State/Zip:** Mount Joy, Pennsylvania 17552  
**Company Complaining About:** Comcast  

---

**Description**

Comcast cable came to my home Nov 3 to rectify a throttling back internet service. They found the cable from outside box underground wire to be bad. They ran an orange line above ground temporary until ppl and gas company could mark the property and after this they were to call me set up appointment to bury the wire. Comcast said this would be 7-10 days. Today Nov 7 someone took the temporary orange line away. I received no phone calls and nothing was marked by ppl or ugi. Internet service is crappie again and low speeds. We think someone from Comcast took the temporary line away and hooked back up the old line. How can a company tell you how a problem will be handled and then 2 days later the temporary orange cable wire gone. If ppl and ugi have to mark the property and it was not marked. How could Comcast legally dig in my yard when they didn't know where the gas lines or power lines are. Simply shady business practices and I was lied too. Internet is not fixed.
Ticket: # 1306724 - Cutting speeds
Date: 11/7/2016 10:03:45 PM
City/State/Zip: Albany, Oregon 97321
Company Complaining About: Comcast

Description
Internet is terribly at our house. Laggy. WHEN I call it's fixed for about 3 days then back.
Ticket: # 1306788 - Multiple Tech Visits from Comcast, still high downstream levels and still packet loss and modem crashing.

Date: 11/7/2016 11:05:18 PM
City/State/Zip: Pittsburgh, Pennsylvania 15229
Company Complaining About: Comcast

Description
I have been with Comcast since the 7th, purchased my own modem and had it activated. On the 8th, 9th and 10th I noticed intermittent connection issues, packets being completely lost from either upload or download or both and my modem consistently blinking out. I contacted Comcast on the 14th as they had a bad reputation and I was trying to give benefit of the doubt but when I called they said my service had never been activated like I had done on the 7th, they activated it and restarted my billing cycle. Within less then a week these same problems occurred, a Comcast rep was sent to my house who did nothing except tell me I'm fine followed by another rep who never showed up to even install my cable or phone. A week later another rep shows up to install my phone and cable and tells me the modem I purchased specifically following the instructions of the Install tech for phone, cable and internet usage, is unable to be used for phone or cable. I cancel my phone and cable but at least the first guy acknowledges that my modem has high upstream/downstream numbers on the limit and attempts to install a splitter at the house level to fix it. It did not fix it. After 4 techs and no fixed issue I called once again and they reduced my bill. Who cares if my bill is reduced if my internet connection will not work for more then 2 hours straight?
Ticket: # 1307203 - Comcast Service

Date: 11/8/2016 11:44:34 AM
City/State/Zip: New Haven, Connecticut 06515
Company Complaining About: Comcast

Description
I became a Comcast customer in July 2016. I selected the 120 mbps Internet package as I work from home and need a fast reliable connection. Since I started service in July, we have had a series of outages monthly that prevent me from working. I have had to have a technician come to our home twice in order to fix issues with our internet. We are also currently experiencing an issue with our wireless internet that I have called 4 times to have fixed, but no one is able to assist me. Our wireless speed is down to around 25 mbps and the only advice that I receive the Comcast reps is to plug in to a router. I should not need to do this when I am paying for much faster speeds. Right now, there is yet another outage in my area, and I cannot access the Internet that I am paying for.

In addition and on an unrelated note to the internet service, when our Comcast service was set up. My username was created as [b](6) [b]. I did not create this username, and Comcast has been "unable" to tell me who did.
Greetings FCC Staff,

Since March 2016, I have been paying for 10 MBPS and have never gotten what I have been paying for. Hughesnet is taking my hard-earned money and giving me the poorest service ever. I am an Air Force Senior Airman, married with a 1-year-old and a 3-year-old, going to college, trying to make ends meet. I am not able to use Hughesnet for online classes and must drive to college four days a week. Therefore, I have gotten ATT’s unlimited plan just to have service at my home.

Today, I tried to cancel my Hughes net service and they are trying to charge me $350.00. I actually believe Hughesnet should refund me the money I paid them for their "service," which is actually non-existent. My co-workers have had the same issues with Hughesnet. I read this month (November) on the Consumer Affairs complaint board of Hughesnet customers not having their issues resolved. Hughesnet is also threatening my credit, which I have worked hard to achieve and have a credit score of 700 at 23 years old.

Please FCC staff, help me and my family with this terrible and fraudulent company.

Thank you for any help and for your time.

Sincerely,
Ticket: # 1307454 - Contract
Date: 11/8/2016 2:11:47 PM
City/State/Zip: Huntington Beach, California 92647
Company Complaining About: Frontier Communications

Description
Frontier communication said is charging me $150 early termination fee because I refused their service at my new address. When I was with Verizon they signed me up with a contract without letting me know when I complained about my internet speed. I currently have 75mbps at my current address and it freezes. I am moving to a new address. Frontier provides internet speed of 3mbps. I informed them I did not sign up for the contract and it is not my error. Frontier is unable to provide 75mbps at new address. Frontier said Verizon is responsible and I still need to pay the early termination fee of $150. I do not feel I should be penalized for contract I did not sign up for and they can not provide the same quality of service at my new address.
Ticket: # 1308209 - Slow, laggy internet

Date: 11/8/2016 11:26:41 PM

City/State/Zip: Plano, Texas 75024

Company Complaining About: AT&T

**Description**

My internet service is suffering from speeds so slow that I cannot stream even low quality video without stuttering and minute-long freezing. I attempted to play Overwatch on my PC, but my ping was over 700ms, rendering the game unplayable. I inquired with the others on my server, and their ping was well below 100ms.
Ticket: # 1308227 - Slow or no internet service between the hours of 7:00 pm and 10:00 pm.

Date: 11/9/2016 12:36:56 AM
City/State/Zip: Avondale, Arizona 85323
Company Complaining About: Cox

Description
Since March of 2016, I have been experiencing slow or no internet service between the hours of 7:00 pm and 10:00 pm. The interruption of service does not occur everyday, but has occurred up to four times in one week. I have contacted Cox several times to resolve the issue, however, the issue persists. Most of my early calls to resolve the issue involved resetting the modem, which worked in a few cases. Within the past 45 days I have contacted a 'level 2' tech support representative directly. Cox sent a service tech to my home and examined and tested my wiring, and traced the issue to the main street junction box. I was told that back feeding and egress from two houses in the neighborhood was the cause of my service issues. Cox told me that they would be monitoring the junction box. A resolution ticket was filed, even though I still experience the issue. Additionally, I was told that I would receive a prorated credit on my bill to compensate me for services lost during my outage/slow periods. I recently received my bill from Cox, and no credit was found. I contacted Cox on November 8, 2016, during another service outage, and also inquired about the credit to my bill. I was told that there was no record of a credit being issued for the interruption of my services. Unfortunately, as a government allowed monopoly, Cox is my ONLY choice as a provider for internet service. If I had another option, I would have left Cox long ago.
Ticket: # 1308278 - Continuous Inconsistent Service

Date: 11/9/2016 2:42:15 AM
City/State/Zip: Uniontown, Pennsylvania 15401-2410
Company Complaining About: Atlantic Broadband

Description
I pay for the highest consumer Internet package that Atlantic Broadband offers, 120 MB download/3 MB upload. Since early July 2016 (after a severe thunderstorm in my area) there have been issues with my Internet service cutting out multiple times per week for varying lengths of time. I've called them over 70 times since then about the issue. Every time they tell me the same thing. "There is a signal-to-noise ratio issue on the node in your area." They put in a ticket to have a tech check it out. But the tech never solves the issue. It is gone by the time they get there to troubleshoot. Tech support can see the issues on their monitoring tools, but the field techs never fix it. I've escalated to managers, spoken to field techs and their managers, but never gain any traction with them. I depend on my Internet connection for my livelihood since I work from home. I can't keep dealing with multiple outages per week (sometimes per day) any longer. It's been almost 5 months now. Please help me with this.

Thank you,

(b) (6)
Ticket: # 1308453 - Cox Throttling
Date: 11/9/2016 10:54:58 AM
City/State/Zip: New Orleans, Louisiana 70112
Company Complaining About: Cox

Description
It appears that Cox has been throttling and/or providing me with intermittent internet speeds. After my last formal complaint, they said that they could send out a technician, but the timing did not line up with my schedule. Since then, I have been keeping a spread sheet of the internet speeds I am receiving.

I requested that Cox increase my speed to what I am paying for (15 Mbps), but they refused, saying that my hardware was faulty. I have run diagnostic tests on my hardware, showing that there is nothing wrong.

Not only is the speed inconsistent (especially when I am streaming videos), but it is significantly lower than what I am paying for.
Ticket: # 1308917 - Internet Service
Date: 11/9/2016 3:39:28 PM
City/State/Zip: Doral, Florida 33178
Company Complaining About: Comcast

Description
They sent a replacement of a modem, the modem they sent does not power on, they promise they will credit the account, they have never Every time I call them, they answer the call outside the US in the country of Philippines, they cut me off, they hang up, they give me different stories on the issue, they promise they are going to call me back, and they never solve the issue and they never call me back. My husband has spoken to them in several occasions and it is the same indifferent treatment. And this has been going on for over a month now.
Ticket: # 1309055 - Slow internet
Date: 11/9/2016 4:37:23 PM
City/State/Zip: Linden, California 95236
Company Complaining About: Frontier Communications

Description
Frontier communications has been really bad at providing a constant internet speed and connection. Currently my speeds have slowed down to below what I am paying for and haven't given me a time or date they were going to have this issue fixed.
Ticket: # 1309296 - Internet service is NOT what I am paying for

Date: 11/9/2016 6:34:55 PM
City/State/Zip: San Angelo, Texas 76904
Company Complaining About: Frontier Communications

Description
On or about 10/6/2016 I upgraded my internet service with Frontier communications to 12-15 gigabytes (download) speed and 1 gigabyte (upload) speed. Since then I have had to have Frontier come out 4 times to "fix" my connection, only to have it revert (within a day or less) to a slower speed than I had originally signed up for over 15 years ago. The download speed goes to 1.1 gig to 2.4 gig when it should be at least 12-13 gig. (the upload speed drops from 1 gig to about .47 to .75 gig.)
Ticket: # 1309459 - Att unreliable, overpriced internet
Date: 11/9/2016 8:43:15 PM
City/State/Zip: Plantation, Florida 33317
Company Complaining About: AT&T

Description
Att has been very unreliable these past years having issues such as constantly disconnecting, line problems, inconsistent download speeds, I would mention upload speed but it feels like that isn't even a thing at times, overall terrible service. To get into further detail, my att plan is 40$ a month for 18mbps. When running speed tests the download speed can be good at times. Most of the time it would state high download speed but a large portion of devices are very slow or do not load at all. Then there are times where download speed would be at 2mbps for hours and when I talk to att on the phone they said that there was nothing wrong (not a direct quote). I have had multiple technicians come and take a look. Whenever an technician is running tests everything convienently works out. When I talk to the technicians personally though, it's a completely different story a large portion of the technicians said that they have personally experienced how bad and inconsistent att is. Some of them even recommend that I switch to a different service provider. Last but not least, a large portion of the gaming community has also agreed that att is overpriced and terrible. Most of my friends refer to att as "Taco Bell connection". In Florida especially whenever one person experiences bad connection everyone else who has att in the area also experiences bad connection. We would disconnect from the internet and automatically know that there is a large cloud in the sky at this point att is my weather forecaster. Sometime the wifi would stop without me noticing and i would unintentionally end up using my LTE data plan. In short, att has the reputation to be inconsistent, unreliable by today's standards, overpriced, snakes around the gaming community and even their own employees are kind enough to warn me about att several times. Their responses are similar and come from personal experience. (I do not want to be involved legally in any way I just want my experience to be documented on behalf of others who have had Taco Bell connection) I am tired of terrible connection speeds even if there are barely any devices connected and decent speeds if there are multiple devices.
Ticket: # 1310269 - Ongoing poor service with no resolution in sight
Date: 11/10/2016 2:32:49 PM
City/State/Zip: Conyers, Georgia 30094
Company Complaining About: Comcast

Description
For over a year we have experienced ongoing issues with Comcast at our business located just off of Parker Road. I've even talked to local Comcast techs who tell us that they tried to perform an upgrade and it went badly and they can't fix it. I know that's hearsay, but it's absolutely consistent with our experience. For over a year there have been issues with frequent packet loss, very high jitter and ping times, and frequent failed equipment. When calls are placed to the tech support line they mostly act unaware of the issue, but once I even got someone on there to admit that the Parker Road node has been an ongoing problem. Please get their attention from the top, because getting help from bottom up is not working. I don't know what the problem is and apparently they don't either, and are therefore unable to deliver the service we are paying for, and of course there are no other options for equivalent high speed Internet.
Ticket: # 1310270 - Re: Re: Slow Speeds
Date: 11/10/2016 2:33:07 PM
City/State/Zip: Lafayette, New York 13084
Company Complaining About: Dish Network

Description
This is a follow-up to your previous request #1282108 "Re: Slow Speeds"

and this one 1037405

please see Attch Filses in previous 2 complaints
Ticket: # 1310932 - Mediacom Internet Service Provider failing to provide what is advertised and paid for

Date: 11/10/2016 9:44:18 PM
City/State/Zip: Mount Vernon, Iowa 52314
Company Complaining About: Mediacom

Description
Mediacom, my family's Internet Service Provider along with Phone and TV, has for the last two months failed to provide consistent service to what they're offering. I am supposed to get 100mb download, 10mb upload. Frequently the upload speed will be below 3mb, download fluctuates between 6-115mb.
Hi,
My xfinity internet has inconsistency in speed and has never come close to what they have advertised and what they are charging me for. I've seen the speeds drop drastically during evening hours where it is hard to download or stream from Netflix without waiting for it to buffer.
Ticket: # 1311964 - Cox Communications ISP possibly throttling speeds, unwilling to fix recurring issue

Date: 11/11/2016 6:56:29 PM
City/State/Zip: Scottsdale, Arizona 85255
Company Complaining About: Cox

Description
Beginning around 10/15/2016, my internet upload speed seemed to take a nosedive every single day in the late afternoon.

After repeated calls and a number of technicians attempting to fix it in-home, no one has been able to fix my issue. Every Cox representative I have spoken to has agreed that the issue is not related to my hardware or wiring in my home. I have asked if I am being throttled, and was told that Cox does not throttle upload speed.

I feel that I am being lied to by Cox Communications, and I am experiencing significant financial losses as a result of their unwillingness to resolve this issue.
Ticket: # 1312009 - AT&T DSL reliability service issue
Date: 11/11/2016 7:37:06 PM
City/State/Zip: Hypoluxo, Florida 33462-5434
Company Complaining About: AT&T

Description
My mother (87 years) has a DSL line provided by AT&T. We have been having issues with reliability of the service. We are unable to reliably download files. There are errors happening in the AT&T equipment. There have been multiple repair tickets open with the provider. This week we had two technicians out. Their response to us was that AT&T will not fix the issues because it is an old service and they are replacing DSL service with Uverse service. Every person that we have talked to wants to up-sell my mother Uverse service. My position is that they are still providing this service and believe that they should fix the issue. Is it ok for them to do this? They also told me that if I open another ticket they will bill us for coming out.
Ticket: # 1312674 - Internet Speed Throttling
Date: 11/12/2016 5:28:23 PM
City/State/Zip: Rochester, New York 14612
Company Complaining About: Time Warner

Description
Time warner has been extremely inconsistent in terms of the promised internet speed. It has at least halved in the past few days. This is not fair to the customers and does not honor the paid agreement.
Ticket: # 1312682 - Not being offered a 5ghz modem with a 100mb connection.

Date: 11/12/2016 5:42:03 PM
City/State/Zip: Theodore, Alabama 36582
Company Complaining About: Mediacom

Description
Never get more than 50mb a second when I'm paying for a 100 megabit connection.
Ticket: # 1312706 - Service
Date: 11/12/2016 6:15:17 PM
City/State/Zip: Osburn, Idaho 83849-0314
Company Complaining About: Sudden Link

Description
We pay for service, , BUT When you use it your speed gets continually SLOWER! IF you download a movie your speed gets so slow it can take three to five minutes for a game such as DoubleDown Casino to load, then in a few minutes I get glitches in the game. We the people of Silver Valley have No Other Choice for server and when you complain your speed gets even SLOWER. They have more customers than their service can adequately handle,, PLEASE HELP.
Ticket: # 1312763 - pioneer telephone cooperative inc, internet service
Date: 11/12/2016 7:29:48 PM
City/State/Zip: Thomas, Oklahoma 73669
Company Complaining About: Pioneer Telephone Company Inc.

Description
serve ticket  1283546 a rebutal.  i have not purchased any equipment from pioneer.  I signed a contract for a year of internet service and pioneer supplied the equipment to connect. they want to charge me $181 for a modem that I did not purchase in the first place.  I contacted Pioneer at least 3 times and every time I got a different answer as to why I did not have reliable service.

the last communication is the modem is the problem.  I will try to get some other customers who have very slow service or get knocked off the internet to contact you.  in the meantime I will contact an attorney about a class action lawsuit to seek ratepayer refunds for slow service and no connection when the network will not handle the traffic.
Ticket: # 1312791 - Aristocrat Ranchettes Fort Lupton
Date: 11/12/2016 9:16:06 PM
City/State/Zip: Aristocrat Ranchettes Fort Lupton, Colorado 80621
Company Complaining About: Centurylink

Description
I've just filed a complaint with the FCC against CenturyLink DSL internet.

"I live in a small rural community that is largely serviced by CenturyLink. I've had them for over 20 years. I've been paying for 5Mbs since 2007 and haven't had anything near that in the last 5 years. My upload/download speeds vary from 0.29 - 0.73. I've called them several times to fix it. I've changed modems. I've spoken with my neighbors in our facebook page, they're all having the same problem, same slow speeds, same runaround. CenturyLink acts like they have no idea that this is an ongoing problem here. It runs decently after 1am, passable through the day, but as soon as the kids get out of school it bogs down so badly you can't load a page. As a community we've tried petitioning for a satellite provider to put a tower out here, but they weren't interested. This community is roughly 450 families. I work from home so it impacts me badly, I'm unable to share my screen over a conferencing platform to train my personnel or make calls through google voice, both of which are required for my work. Streaming video is next to impossible. We're all pulling our hair out here. Can something be done?"
Ticket: # 1312856 - Internet service
Date: 11/12/2016 11:23:42 PM
City/State/Zip: Alexandria, Virginia 22308
Company Complaining About: Verizon

Description
I pay for high speed internet access with Verizon and yet cant stream netflix or video content from iTunes. Internet use is extremely slow when using audio files or internet surfing.
Ticket: # 1312905 - Internet speed is being toggled.
Date: 11/13/2016 1:40:42 AM
City/State/Zip: Houston, Texas 77054
Company Complaining About: Directv

Description
My internet speed is constantly being toggled on nights and weekends. I often end up losing almost all internet connection most nights between 8 PM and 10 PM.
Ticket: # 1312930 - Centurylink
Date: 11/13/2016 3:09:35 AM
City/State/Zip: Fort Collins, Colorado 80524
Company Complaining About: Centurylink

Description
They have screwed me for months on promised speed and reliability. I've gotten my contractual speed for maybe less than 2 weeks out of 4 months.
Ticket: # 1313292 - Internet connectivity problems ongoing for over 2 weeks

Date: 11/13/2016 5:54:59 PM
City/State/Zip: Borger, Texas 79007
Company Complaining About: Cable One

Description
I have called cable one well over a dozen times over the past 2 weeks. My patience is wearing thin. We cannot maintain a stable connection. We get dropped after a few minutes online. Makes it impossible to use the internet for anything that does not buffer, and even then you end up watching the spinning buffer symbol all the time. They say that their engineers are working on the issue and that it is a node serving our neighborhood. It seems to me that more than enough reasonable time has passed to clear up the problem. Cable one is the only high speed internet provide available to my address. Please help. Thank you. PS. We pay well over $100.00 per month for this service. They should provide the ultra reliable service that they advertise on their website.
Ticket: # 1313564 - Internet still extremely unreliable. Frontier hasn't been helpful.

Date: 11/13/2016 11:42:01 PM

City/State/Zip: Los Alamitos, California 90720

Company Complaining About: Frontier Communications

Description
Follow up to previous FCC complaint.

The family Internet is still extremely unreliable. I previously filed a complaint, but frontier communications kept on calling at inconvenient times. The few times they were able to reach me, they either tried to upsell me on "faster" internet for $20 more per month, or one time, they called me when I wasn't at home, and didn't call back during the time I requested and they agreed to.

All I want is reasonably reliable internet, but the outages and awful conflict resolution has gotten ridiculous. I do not want faster speeds, I want reliable internet.

Right now, I am writing this complaint via my cellular internet, since there was another outage. If frontier still wants to resolve this, I request that they email me, or return my call at the time I just requested over the phone instead of flaking on support.
Ticket: # 1314370 - Internet speed Twc (Spectrum)
Date: 11/14/2016 3:17:27 PM
City/State/Zip: Hacienda Heights, California 91745
Company Complaining About: Time Warner

Description
We have had our Internet service with Twc since 2012. I've called countless times to complain about the service dropping & slow service! We have had them replace our router, re-run the lines twice. I spoke with the office of the President & we still continued having problems! We are paying for upgraded service & receiving about 20% of what we are payimg. My last call initiated a tech to re-run lines & yet we continue to have less than adequate service!! The manager I spoke with on my last call was so rude & she told me spectrum does not have an "office of the President". If we wanted to complain we needed to file an on line complaint! She brought up that I hadn't called for 6 months. I told her I stopped calling because it wasn't doing any good! I told her I couldn't spend 2 hrs a day on the phone with my Internet provider. They are the only provider in our area. Our wireless service sometimes takes over when our Internet services drops & we've paid overage charges because of it. We have paid thousands of dollars & have received a fraction of that in service! At one point they gave us a small credit & after contacting office of the president & they upgraded our service which did not help!! I absolutely hate paying our bill because of the degraded service!
Ticket: # 1314388 - Internet speed Twc (Spectrum)
Date: 11/14/2016 3:23:42 PM
City/State/Zip: Hacienda Heights, California 91745
Company Complaining About: Time Warner

Description
We have had our Internet service with Twc since 2012. I've called countless times to complain about the service dropping & slow service! We have had them replace our router, re-run the lines twice. I spoke with the office of the President & we still continued having problems! We are paying for upgraded service & receiving about 20% of what we are paying. My last call initiated a tech to re-run lines & yet we continue to have less than adequate service!! The manager I spoke with on my last call was so rude & she told me spectrum does not have an "office of the President". If we wanted to complain we needed to file an online complaint! She brought up that I hadn't called for 6 months. I told her I stopped calling because it wasn't doing any good! I told her I couldn't spend 2 hrs a day on the phone with my Internet provider. They are the only provider in our area. Our wireless service sometimes takes over when our Internet services drops & we've paid overage charges because of it. We have paid thousands of dollars & have received a fraction of that in service! At one point they gave us a small credit & after contacting office of the president & they upgraded our service which did not help!! I absolutely hate paying our bill because of the degraded service!
Ticket: # 1314872 - service
Date: 11/14/2016 7:08:54 PM
City/State/Zip: Plantation, Florida 33317
Company Complaining About: Comcast

Description
intermittent service
Ticket: # 1315018 - Comcast data caps
Date: 11/14/2016 8:46:54 PM
City/State/Zip: Anderson, Indiana 46013
Company Complaining About: Comcast

Description
Hello,

I feel the Comcast data caps are unfair to those people and businesses who work online. Having to pay $50 extra per month to remove the cap is basically extortion for access to 1's and 0's.
Ticket: # 1315160 - Rise Broadband not providing paid-for service

Date: 11/14/2016 10:50:33 PM
City/State/Zip: Hotchkiss, Colorado 81419
Company Complaining About: Rise Broadband

Description
Rise Broadband has been emailed and chatted with several times, because I am not receiving the service that I am paying for. They refuse to correct the problem - telling me that cords may have been installed wrong (by their installers), but that if they send someone to correct it, they will charge me $50! They keep repeatedly telling me to call in, even though I continue to tell them that my disability makes it impossible for me to speak with them on the phone! My internet goes SO slow as to often be unusuable, (I am barely able to file this complaint now, it is SO slow), and even when working, the speed tests show Download Speed: 735 kbps (91.9 KB/sec transfer rate) Upload Speed: 825 kbps (103.1 KB/sec transfer rate). When trying to chat with Rise, they keep making excuses, saying they don't show a tower down, so basically, it's my problem. Then, they want me to climb up and start moving wires, instead of correcting their own problems with their wires. They have utterly disregarded my disability, refused to fix their useless "service", threatened to charge me for their techs, failed to provide the service I am being charged for, and refused credit for all of my internet's down time. They have even refused to allow me to have a supervisor look into the problem. This is fraudulent on the part of Rise Broadband.
Ticket: # 1315307 - Century Link Internet Service
Date: 11/15/2016 7:59:55 AM
City/State/Zip: Malakoff, Texas 75148
Company Complaining About: Centurylink

Description
Please see the attached Congressional 16-925
Hi,

In the past 11 months, 3 homes in our neighborhood:

have placed numerous service calls to cable provider Optimum Online. Our Acct #
Associated phone number: 

Their technicians have been out to check inside equipment (roughly 10 times) during the 11 month period and find the problem to be on the street signal. Technicians check inside equipment and report to be a signal problem from Optimum. Last technician visited our house on 11/10/2016, technician #9740. We daily lose internet connectivity in the middle of working from home in all 3 houses.

Service calls were placed by the technicians to repair provider signal on the outside, claiming a tree damaged equipment on the street in the past and a repair that was not properly done by Optimum.

Optimum persists in blaming inside equipment even though all equipment has been replaced (cable modem, routers and cabling from street to the house). They keep on doing the same thing over and over without any resolution.

They refused to solve this issue.
Ticket: # 1315834 - Verizon sales deception & misrepresentation of service

Date: 11/15/2016 2:10:22 PM
City/State/Zip: Lewes, Delaware 19958
Company Complaining About: Verizon

Description
I wanted to change internet companies because my service was not very good and it was expensive. I changed to direct tv but could not get internet with it. They said to call Verizon and see what they could offer me. I called in May and spoke with a sales associate and was told I could get High Speed Internet for $64.99 per month and it would be a dsl and would be faster and more reliable then cable. well they were on strike & there were issues in set up so I had to wait until July to actually have the service connected .. I was then charged for the visit even though it was not an error on my part or anything I had done. Well I then received a bill for over a $100, when I was told my service cost $64.99 per month. I called and was told that was the charge for the phone because I had to have phone service to have internet. So I was deceived into getting the service. Subsequently my service never works properly and today it doesn't work at all. I called again and they said a tech had to come out tomorrow. This is the worst most expensive service I have ever had. I was lied to about the cost of the service which is twice as much as I was told. and I was mislead about the
Ticket: # 1316231 - Verizon didn't sort her broadband access in timely manner.

Date: 11/15/2016 4:33:01 PM
City/State/Zip: Westfield, Massachusetts 01085
Company Complaining About: Verizon

Description
(CTR 384) The Consumer states that her Broadband is not up to running since the problems starting on the 3rd of November. The consumer and her brother already followed up with Verizon customer Service on the following dates: 11/10; 11/12; and 11/14 and to today, this problem remains unresolved. Her brother did an internet speed test and the result was 0.01 MBPS. This angers the customer to have her communication access denied since she is not able to connect to her VRS connection at home. This is not even enabled due to the bad broadband access and this worries her because she is living with her elderly parents and she needs to be able to place an emergency call just in case.

The Consumer wishes for Verizon to reexamine the situation and come to resolution on that. The Consumer also requests to have site survey done at her place.
Ticket: # 1316349 - slow Internet speed
Date: 11/15/2016 5:36:14 PM
City/State/Zip: Mooresville, Indiana 46158
Company Complaining About: New Wave

Description
Internet speed is good during the daytime, goes slow at night
Ticket: # 1316471 - TWC ignoring latency issues on literally first hop from my home.

Date: 11/15/2016 6:40:39 PM

City/State/Zip: Wilmington, Ohio 45177

Company Complaining About: Time Warner

Description
I have sufficient data showing that the first node from my home is either over used, or is not being properly maintained. This issue has persisted for a year now and has finally gotten to the point i can no longer use it. Techs have come out several times and because all they measure are power levels can see no problem. The problem is not power levels, the problem is a fault at the first node from my home. Latency spikes every 10 to 20 seconds disconnecting any service requiring a constant connection. This has been trouble shot with a new drop from the pole on the street to the modem in my home. Modem is directly wired to a single machine and the issue persists. They have ignored this and have swapped the modem out several times. This is unacceptable service from a company as well established as TWC.
Ticket: # 1316707 - AT&T U-Verse
Date: 11/15/2016 9:08:28 PM
City/State/Zip: Lemoore, California 93245
Company Complaining About: AT&T

Description
For no apparent reason my U-Verse connection speed dropped to 1/2. They claim U-Verse is different than DSL. AT&T stop the hype. DSL and U-Verse are transmitted over two wires. U-verse is an advance form of DSL. To true have something different would mean Fiber to either coax or Fiber to two line a the home of residence. Have had the technician out several times. Each time they are finding the problem is on there end. I did not move nor did they but there service has been degraded. For years I have been paying for the faster speed only for them now to say I'm to far or there is connection problems with the line outside of the home. The last time the technician said to replace the router. Now I'm being hit with hidden equipment rental fees. They say It works this way and takes 3 to 4 weeks to credit my account. I returned the equipment the following day after receiving replacement router. So for the time being AT&T is prebilling me a charge that is now in their pocket and gaining interest. So if you get even 2 cent interest and multiply that but how many other customers (0.02 x 1,000,000 [per month]= 2000 dollars extra off from the customer they serve. Now 2K X 12 = 24K a year off from other peoples money). When you call AT&T for any problem, right does not know what the left hand is doing and no inter communication and the average call times are 30 minutes or more. AT&T services are going down in the dumps and so is there ability to handle service calls.
Ticket: # 1316806 - U verse internet speed
Date: 11/15/2016 10:23:37 PM
City/State/Zip: Gary, Indiana 46406
Company Complaining About: AT&T

Description
We had been having 6mbps internet speed for about 2 or 3 years. (Which is way to slow for this day in age!) We had a storm almost 2 weeks ago that had my internet acting up and they changed the Internet speed to 3mbps without contacting me so i had about 5 or 6 technicians come to try to resolve the problem of getting the speed back to where it was. Which they couldn't. Then days later they tell me that they don't offer 6mbps in my part of the city which like i stated earlier I've had for 2 or 3 years. They flagged my account due to the service guys coming and not being able to fix the issue. I'm reaching out to you guys in hopes that you can assist in my situation some kind of way
Ticket: # 1316852 - Unprofessional Services  
Date: 11/15/2016 11:39:14 PM  
City/State/Zip: Chicago, Illinois 60617  
Company Complaining About: Comcast  

Description
Hello and thank you for taking the time to read my message. For the last several months / year I have had to call into XFINITY billing dept. for the SAME REASON relatively, .... INCORRECT BILLING. Needless to say, the promise me a credit on my next bill, but i received NOTHING !!! For the last several weeks, I have been experiencing issues with the speed and effectiveness of my internet speed from my phone and home. It wasnt until I called in and started to request management, then suddenly, my services started to speed up again.I was told I would be compensated for my inconvenience but again, .... NOTHING HAPPENED. Just yesterday November 14th, 2016, I called into called XFINITY and spoke to a nice lady by the name of Gabriel Montero ID# 1078255. She listened to my story of whoa and assured me that a manager would contact me that same evening. No one called. Today, November 15th, 2016, I called into XFINITY and spoke to a representative named JUN who blatantly LIED to me about why I was being billed the amount I was being billed. After I told him why he was wrong, he AGAIN tried to cover up his LIE with another one !!! I am DRAINED !! I am tired of having to call in month after month only to be lied to and told false promises. Can someone please HELP !!!!!
Ticket: # 1316911 - Cheated me in-person and online, made me wait nearly 20 mins to get to chat with customer  
Date: 11/16/2016 1:24:53 AM  
City/State/Zip: Fremont, California 94538  
Company Complaining About: Comcast

Description

there were many issues ,
1) I went to a nearest store and enroll into a plan.
after the first bill (only 2 days after activating the account) I observed in the bill that I was enrolled into a different plan whihc I never heard of. (Some latino TV plan) and the bill was $145. instead of $69.99.I specifically went to the store to enroll in person so that there will be no confusion.
2)Went online (Chat) to resolve the billing issue and to change the plan.
Enrolled to a 100 mbps plan with 1 year contract.now even after 10 days of enrolling , i don't get the speeds they promised I only get 15-16 Mbps(http://results.speedtest.xfinity.com/result/1432262464.png).
3)Chat with the sales team revealed that I am being charged for 100 mbps, but their system donot have info abt my plan details, contract details, and they keep switching me to technical team, billing team, sales team.. none of these teams have consistent info abt my plan.
4. chatting with the technical team, they said they will diagnose the problem , after 40 mins..and they are still trying to diagnose the problem. I said please connect me to your supervisor.. they made me wait for more than 20 mins to connect to his supervisor Kristie... and with out my consent, they restarted my modem.. when I lost all the chat.
Ticket: # 1316923 - Horrible Internet Speed
Date: 11/16/2016 1:58:53 AM
City/State/Zip: Goldendale, Washington 98620
Company Complaining About: Centurylink

Description
I can't even stream 1 song!
Ticket: # 1316980 - Continued Problems with Internet Speed
Date: 11/16/2016 9:14:45 AM
City/State/Zip: Los Angeles, California 90046
Company Complaining About: AT&T

Description
Please see the attached Congressional 16-933 a follow-up to Congressional 16-247 and also note the consumers follow-up information.
Ticket: # 1317370 - Frontier Communication Broadband is still problematic
Date: 11/16/2016 1:22:30 PM
City/State/Zip: Justin, Texas 76247
Company Complaining About: Frontier Communications

Description
(CTR 384) The Consumer contacted me again and she expressed her continual disappointment in Frontier Communications. She said she didn’t get the letter from Frontier Communications at all otherwise she would follow the protocol of replying them in timely manner.

This is the reference to two ZenDesk Tickets and they are as follows: 1317297 and 1083598 for all the details in its entirely of the issues with Frontier Communications.

The Consumer wishes to have it resolved immediately.
Ticket: # 1318075 - Limiting streaming TV service
Date: 11/16/2016 6:50:32 PM
City/State/Zip: Watertown, Wisconsin 53094
Company Complaining About: Charter

Description
I have Charter as an ISP and I use SlingTV for my television streaming. The bitrate for SlingTV is much slower than the overall speed that Charter offers. I have tested Charter's general speed and it is usually over 20 mbs, however the stream speed is much slower and often SlingTV will quit working. I have tested SlingTV's reliability and speed at work and have had no problems, and in fact the maximum bitrate is achieved on PC at work. This limits the problem to Charter throttling the speed of this service.
Ticket: # 1318143 - Slow and Inconsistent Internet Speed

Date: 11/16/2016 7:40:21 PM

City/State/Zip: Sadorus, Illinois 61872

Company Complaining About: Rise Broadband

Description
We pay to receive 10 mbps and consistently get between 0.5 and 1.5 mbps. We have had technicians come out to resolve the issue and have had them run speed tests after working on it and they always read speeds closer to the 10 mbps. However, 3-4 days later we are back to our usual speeds of 0.5 to 1.5 mbps. I have been a customer since 2004 and am frustrated to be paying for speeds that I am not receiving as well as their "fixes" not holding.
Ticket: # 1318336 - Low mbps
Date: 11/16/2016 10:38:43 PM
City/State/Zip: Baytown, Texas 77523
Company Complaining About: Sudden Link

Description
I pay for 30 mbps, for two years I have not been getting what have been paying for. During the day I receive 15 to 30 mbps but at night it will drop down to .60 to 5.0 the company is Suddenlink. I was calling every week and just gave up, all you get is we are sorry for the inconvenience.
Ticket: # 1318473 - Comcast
Date: 11/17/2016 3:25:27 AM
City/State/Zip: Chicago, Illinois 60630
Company Complaining About: Comcast

Description
Over the years as prices have been going up, the speeds are still unstable. We pay for 125 Mbps and time after time in this house WITHOUT a router we never hit the mark. The only consistent with what we pay for is never getting above 25 MBbps on upload. Comcast is also trying to force data caps and we have no where to turn. They need to fix their service because it is terrible. I'm tired of paying for a service I do not receive.
Description

(b) (6) is seeking to end our relationship with AT&T based on poor technical and customer service performance as outlined below and in our attachment. Our position is that AT&T failed and continues to fail to constantly provide 10 Meg of service in a reliable, problem free manner. Fluctuation is causing significant business interruption. (b) (6) will begrudgingly agree to pay for all services through an agreed upon early termination date within the next 60 days. We are requesting FCC intervention and support to allow this separation as AT&T simply refuses to acknowledge their own service issues or respond in a timely and meaningful way.

1- (b) (6) is not currently getting and has never received the contracted 10 meg of dedicated service that we purchased.
2- (b) (6) has (and is) continually suffering business disruption in terms of having to cancel scheduled calls, webinars and internet dependent activities.
3- (b) (6) has been embarrassed and had to apologize to customers, vendors and contractors for oftentimes interruptions and/or delays in vital transmissions.
4- (b) (6) has run independent speed tests and circuit tests. None reflect an acceptable level of service as promised.
5- (b) (6) circuit has intermittent packet loss.
6- AT&T has responded slowly and ineffectively at every juncture since this ticket has been opened, up through and including today.
7- ATT initially and repeatedly refused to send a technician on site unless (b) (6) agrees to pay $500 if in ATT’s judgement the problem is not theirs. WE ARE THE CUSTOMER.
8- ATT expects (b) (6) to continually expend time and other resources on solving this issue, only offering to assist with staff who speak in an almost unintelligible manner from some off shore location.
9- ATTs only concrete recommendation was to try to upsell (b) (6) adding Class of Service to the connection. This was later refuted as an option at the director level.
10- ATT closed the existing ticket 222998985 without resolution.
11- ATT has refused at least TEN requests to provide (b) (6) with contact information to the executive offices of the ATT PRESIDENT. We have asked for liaison and it has never been offered, answered or even acknowledged.
12- (b) (6) billing is in excess of $700 per month for a product that has never performed as promised. We continue to pay in good faith while suffering the substandard delivery.
13- (b) (6) will invest no further internal resources to solving a problem that is clearly owned by AT&T and is looking forward to having a senior technician on site and receiving contact information to AT&T executive offices.
14- (b) (6) has verified that all internal network elements are configured and working properly and are in the same condition that they were in our last connectivity environment with Windstream.
15- AT&T finally agreed to send service tech. He says the line tested clean, but we continue to have service issues for both internet and VoIP phone services as indicated in the email attachments.
Ticket: # 1319129 - always slow internet speed
Date: 11/17/2016 3:17:05 PM
City/State/Zip: Caledonia, Minnesota 55921
Company Complaining About: Centurylink

Description
I am with Century Link, I live in a rural area in Caledonia, Minnesota 55921. I and 15 other residents all have the same provider and we all have very slow internet speed .094 mbps download, paying for 1.5 mbps, upload speed is 0.81. We have complained to Century Link many different times with no response or improvements. Their are no other internet providers in this area. Need Help
Ticket: # 1319362 - Comcast complaint
Date: 11/17/2016 4:15:18 PM
City/State/Zip: Miami, Florida 33179
Company Complaining About: Comcast

Description
I would like to file a complaint against Comcast, Inc., we have an account with them for the internet for our business and have an account with them for the past 3 years, in the past 3 years we lost and didn't have internet over 150 times, every time we called we had to wait 1-3 days to get a respond and every time their nasty employees would hang up on us and would not let us talk with supervisors, we lost so far in the past 3 years over $50,000 in the time we didn't have internet, when we talk with customers and wouldn't have internet the same moment the phones would get disconnected and we lost them as customers, I myself called over 150 times and left messages over 50 times and didn't get any respond, our bill is $145 per month and now they charged us $450 for something we don't even know what about and every time I was asking to speak with a supervisor they would hang up and wouldn't call back and waste my time each day and get out whole office and employees upset, we want the FCC to make Comcast to pay us $50,000 or take it from the deposit they made to the government to have their license or else we will sue the government also Comcast for $50,000 each, and get 6 months for free, also to clear our balance with Comcast, Comcast is the WORST company in this amazing country has and we don't even understand how this government allow this garbage company to even exist, this company need to be closed down, their employees are garbage, they don't care about no one but getting paid their $10 per hour, the services of Comcast are very bad and every person who use them have no choice and 90% of the people in the U.S. hate Comcast, we are asking for your help to close their business and put all of the people in charge to be in jail, I would like to get a call back from the FCC.

11/16/16 Update:
Someone called us from Comcast and was useless and couldn't help as usual, we filed a lawsuit for $50,000 against Comcast 2 days ago, they offered us 2 months free and we no Fxxking way, we want 6 months with a balance of $0.00, we need someone from the FCC to call us.
Ticket: # 1319576 - slow internet speed/intermittent outages
Date: 11/17/2016 5:37:41 PM
City/State/Zip: Syracuse, New York 13210
Company Complaining About: Time Warner

Description
I live in an apartment that includes "high-speed internet" from Time Warner as part of the rent agreement. Throughout the past few months the Internet speed has either become very slow, or gone out intermittently. The problems got bad today with the connection dropping every couple of minutes. I just got off the phone with Time Warner tech support and they said they rebooted my router to fix the problem, but nothing has changed. Since part of my rent goes towards paying for this service, and the service isn't being adequately provided, I thought notifying the FCC was appropriate.
Ticket: # 1319577 - slow internet speed/intermittent outages
Date: 11/17/2016 5:38:17 PM
City/State/Zip: Syracuse, New York 13210
Company Complaining About: Time Warner

Description
I live in an apartment that includes "high-speed internet" from Time Warner as part of the rent agreement. Throughout the past few months the Internet speed has either become very slow, or gone out intermittently. The problems got bad today with the connection dropping every couple of minutes. I just got off the phone with Time Warner tech support and they said they rebooted my router to fix the problem, but nothing has changed. Since part of my rent goes towards paying for this service, and the service isn't being adequately provided, I thought notifying the FCC was appropriate.
Ticket: # 1319820 - Poor internet service

Date: 11/17/2016 7:45:47 PM
City/State/Zip: Elk Grove, California 95624
Company Complaining About: Frontier Communications

Description
Today, 11/17/2017, has been the worst response day in history. I have to work from home and all day the band width has constantly dropped below allowable levels to get responses. Every time I hit the enter key the system has to reconnect. When I try to move the cursor to the next cell in a spreadsheet I have to wait 10 seconds for it to even move. It took me an hour and a half to accomplish what should normally would only take 10 minutes. Poor service from Frontier Communication in Elk Grove, Ca. is the norm in the area I live in. The poor service is not limited to one particular time of day either. It happens at 10 a.m. and then at 3 p.m. and at 11 p.m. even at 1 a.m. when no one else is online. It has been reported numerous times and we are told they have no plans to improve the service yet we pay for the highest speed they have. We are held hostage to Frontier as no other provider is allowed to use their lines and who would want to. Frontier is the only internet/phone service available. It would be much appreciated if the FCC would force Frontier to provide the service for which they are being paid to provide.
Ticket: # 1320041 - Refund Request Due To Negligence
Date: 11/17/2016 11:00:27 PM
City/State/Zip: Grover Beach, California 93433
Company Complaining About: Boost Mobile

Description
I have been a Boost Mobile customer since July 30, 2016. Since then, I have experienced degrading services by which I mean data speeds. According to Boost Mobile, my area (93433) & nearby areas have “Enhanced LTE”. When outdoors & sometimes indoors, I am consistently connected to Band 25 and I experience data speeds below 1 Mbps according to Speedtest.net (app) and by dailing *#0011# (service mode). In an attempt to solve this, I updated the PRL & Profile, factory resetted my device but the problem is still persistent. I would like a full refund for the cost of my device ($349).
Ticket: # 1320120 - Throttling on the $60 "Unlimited LTE Plan".

Date: 11/18/2016 12:43:12 AM
City/State/Zip: Guthrie, Oklahoma 73044
Company Complaining About: Metropcs

Description
I am very tired of experiencing extremely slow speeds towards the end of my billing cycle every month. I am usually on my phone heavily at night and can stream music, play games, or do whatever right in the comfort of my own room. But towards the end of my building cycle right up until it restarts, I experience deplorable speeds in the exact same areas. Even though I have a full LTE signal, I'm constantly getting download and upload speeds lower than 1 mbps. They advertise this plan as unlimited 4G LTE, but if you read the fine print, they even admit that they throttle you once and give you lower priority over other Metro customers as well as T-Mobile customers once you pass a certain amount of data. Why are they advertising this plan as unlimited 4G LTE when it isn't truly unlimited? I included a screenshot to show the awful speeds I'm getting with a full signal. I'm aware that I'm in a rural area, but like I said earlier, I can do anything I want on my phone with no problems up until the last week-week and a half of my billing cycle. That's when my phone becomes extremely slow with occasional decent speeds.
Ticket: # 1320179 - Comcast upload speeds at certain times of day do not match the advertised speeds  

**Date:** 11/18/2016 2:45:14 AM  
**City/State/Zip:** Kirkland, Washington 98033  
**Company Complaining About:** Comcast

**Description**

Live in apartment complex Arete, during non-peak hours, average right at 80Mbps down/5Mbps Up. Like clock work, at between 6-9pm, the speeds will start dropping off, and will eventually bottom out usually around 5-10Mbps down/~1Mbps Up. Sometimes the download speeds remain at the advertised 80mbps down but the upload speeds will ALWAYS become abysmal at around 6pm on weekdays. Speeds will return to normal around 2-3am on weekdays. Another characteristic I notice during these "peak" times is that my pings get really inconsistent, as are the speeds (one test will show 5Mbps, the next will show 15Mbps, but more often than not it is closer to 5Mbps). Pings are usually under 20ms during normal hours, but during these peak periods, they'll jump to 40+ms. I've done my due diligence and figured out (through multiple tech visits) that my equipment is not to blame, am I responsible for networks upstream of my modem? Of course not, that's Comcast's job to manage their networks. Had 2 technicians come out to service, the first came out and checked the lines at the time of the visit (evening) and gave me a new modem. Speeds were still bad, so he said there was really nothing he could do and he left. I immediately called Comcast and let them know this so they scheduled another visit... this time the technician came out in the morning, speeds were fine, he mentioned there was likely a capacity issue in the building and there was nothing he could do and left in 10 minutes. He said that "maintenance" would work on the problem but did not give me any information. I called Comcast to confirm if "maintenance" worked on my problem and customer service said that they had no idea what I was talking about, it's likely the second technician didn't do anything at all. I've done my due diligence and figured out (through multiple tech visits) that my equipment is not to blame, am I responsible for networks upstream of my modem? Of course not, that's Comcast's job to manage their networks. I would just like the advertised speed that I PAY FOR consistently at all hours of the day.
Ticket: # 1320424 - Speed Throttling
Date: 11/18/2016 11:05:36 AM
City/State/Zip: Irvine, California 92612
Company Complaining About: Cox

Description
My internet provider is Cox and they regularly throttle my speeds. I pay for 65mbps and it takes me 15-20 minutes to load a short YouTube video.
Ticket: # 1321646 - continuing problems with Internet service
Date: 11/19/2016 1:07:32 AM
City/State/Zip: Fortson, Georgia 31808
Company Complaining About: AT&T

Description
DSL goes out of service frequently and with no explanation. Normal speed is very slow and AT&T admits it but does nothing about it. This week DSL service was down for 36 hours with no explanation. This happens about once every month. This service is unacceptable but because of where we live, we have no choice of service providers.
Ticket: # 1321665 - Comcast Advertised Speed

Date: 11/19/2016 2:20:07 AM
City/State/Zip: San Rafael, California 94903
Company Complaining About: Comcast

Description
I have a long-term problem with Comcast's advertising of high-speed Internet and what I get. I've been with them for years now and had this issue all along. I currently purchase the Blast Package which they advertise as 75 Mbps downstream / 10 Mbps upstream. While I may get those speeds occasionally, it's far from consistent. In fact, I probably get advertised speeds about 50% of the time at best. Their support department always tells me to reset the cable modem by plugging it in and waiting for a minute or two before I can plug in back in to restart it. This dinking around with the equipment alleviates the problem once and a while, but more than not, it fails. I'm left with average speeds of 10 Mbps downstream when I'm supposed to be getting 75 Mbps. I've been paying for advertised speed for years now and am always getting far, far less. I've had Comcast come to my location to test lines and configurations multiple times. I've swapped Comcast Cable modem multiple times. They even told me upgrading to a higher priced service would fix the problem, which it didn't. I've spoken to senior technicians. Senior professionals have even come out to check everything and say all is fine on my end. The speed is never consistent with what they advertise. Enough is enough. They need to be held accountable to their advertised speed, and it needs to be consistently at that level. They are a monopoly as far as I'm concerned as there is not another broadband provider in this area. Please help me do something about this. It's utterly ridiculous.
Ticket: # 1322894 - constant slow speed at peek hours

Date: 11/21/2016 1:50:40 AM
City/State/Zip: Chicago, Illinois 60614
Company Complaining About: Rcn

Description
It seems to me that at peek hours the speed drops to an unusable level. this happens on a regular basis usually between the hours of 8 and 10pm.
They have came to my house and charged me to do repairs but have not fixed the issue.
Last time I called they tried to upsell me and when I said I didn't want to pay for faster internet, they said there was nothing they could do for me.
They did credit me one months service fees a year ago but have not fixed the problem yet.
Ticket: # 1323285 - slow internet
Date: 11/21/2016 12:53:45 PM
City/State/Zip: Canton, Georgia 30115
Company Complaining About: Windstream Communications

Description
We only have 1 choice for internet here and it is Windstream. We do not get what we pay for. We pay for high speed internet 3MBPS. Recently Windstream graciously increased the speed to 6 MBPS for no additional charge. However we still only get under 3MBPS. There are times we do get the 6, but it is not consistent and usually between 9 AM and 5 PM we can't get it.
When I call customer service, I am told that I need to clear my cookies and cache. I am not an idiot! I do that on a consistent basis. They refuse to fix what ever it is that needs to be fixed. We work from home and need reliable internet. How can they be the only service we have to choose from?
I am very frustrated with this issue and I don't know how to get it resolved.
Ticket: # 1323533 - Comcast in Howell MI  
Date: 11/21/2016 2:53:54 PM  
City/State/Zip: Howell, Michigan 48843  
Company Complaining About: Comcast

Description
My Comcast internet drops out constantly and I am paying for higher speeds that I do not believe I am getting all the time.
Ticket: # 1323747 - Windstream High Speed Internet

Date: 11/21/2016 4:10:43 PM
City/State/Zip: Dalton, Georgia 30721
Company Complaining About: Windstream Communications

Description
I've had several issues all along with my service. I used to have to turn on and off frequently to establish connection. Over the past 15 months, I have had technicians out to my home 6 different times for my internet not working. (June 9 2015, April 27th, May 7th & 11th, October 22 and November 19 all of 2016). I would like to have the problem fixed instead of having to keep going through this every other month.
Ticket: # 1324094 - internet
Date: 11/21/2016 6:40:39 PM
City/State/Zip: Warsaw, Ohio 43844
Company Complaining About: Frontier Communications

Description
I have had internet issues for more than 6 months. I have called my internet provider multiple times and they have yet to solve my issues. I am only getting 40% of the service I am paying for. The speeds are as low as 0.19 mbps, there are large amounts of packet loss and huge amount of latency issues. All this is completely unacceptable. I have spent countless hours on the phone with them and there has been multiple repair orders and no one has any answers to why my service is sub par at best. This issue needs resolved A.S.A.P.
Ticket: # 1324142 - Continuous degraded internet service
Date: 11/21/2016 7:03:29 PM
City/State/Zip: Lewistown, Pennsylvania 17044
Company Complaining About: Verizon

Description
For the past 12-18 months, our internet service has been extremely slow. I've been a Verizon internet customer for nearly 20 years. I've called Verizon approximately 6 times over this period, bought new hardware (from them) and had Verizon technicians on site twice. The issue is too many customers on lines that can't handle the data load. There are no other options available in my area, I've explored them all. Verizon does not offer any fixes. I've even attempted to add another line or upgraded my service, but I'm at the max they offer. The Verizon techs told me they use Comcast because Verizon is so bad in this area. Their own employees use another service. I don't have the option for Comcast or I would switch in a heartbeat! I work from home a lot and depend on this service. To top it off, they just raised their rates $5/month. I've spoken with other customers in the area who are experiencing the same issues. Please let me know what I may do to receive an acceptable service for what I am being charged. Thank you for your time.
Ticket: # 1324266 - Poor Service Quality and Disconnection Fees - Stuck Between A Rock and a Hard Place

Date: 11/21/2016 8:40:48 PM
City/State/Zip: Minneapolis, Minnesota 55406
Company Complaining About: Centurylink

Description
I have been a Centurylink customer for about five months and the service quality has been extremely poor since day one. My wife and I contacted CenturyLink on a number of occasions in July and August after identifying the issues. Centurylink apparently is poor at record keeping as they are unable to find the tech visits or additional Centruylink equipment they provided. After we spent much time trying to work with Centruylink technicians to troubleshoot, we were told that after market "wi-fi boosters" were the only way to resolve the problem. I have attached a message from Centurylink from August to provide evidence of this communication. The poor speeds do not match advertised values (we had 40 mbps plan and regularly were at 15-20 mbs in speed tests) and the intermittency caused problems for us trying to perform work at home. Recently, the poor speeds and intermittency impacts on our business and personal data needs became too much to ignore and we ordered a competitors service. With the new service, from cable instead of DSL, the problems were immediately fixed and the level of internet service we have come to expect in the United States over the last 10 years was restored. Now Centurylink is attempting to charge us a $200 disconnection fee even though they couldn't hold up their end of the contract to provide quality service. They also failed to fix the problem when given multiple opportunities.
Ticket: # 1324381 - Century link Internet speeds
Date: 11/21/2016 10:37:02 PM
City/State/Zip: Los Lunas, New Mexico 87031
Company Complaining About: Centurylink

Description
Hello my name is [REDACTED] and I am currently experiencing problems with my Internet speeds I have tried on many occasions to get this issue resolved but to no avail my current is pretty says they are providing me with 1.5 mbs but on good days I maybe get 1 mbs the problem with this is it is impacting my children's education because they need to access the Internet to complete their studying and homework all 3 are currently in high school my last repair ticket the tech informed me their are other options to provide me with faster speeds but nothing has been done and probably will never be done unless their is some type of outside influence please help thank you
Ticket: # 1324437 - Internet speed not what purchased and advertised
Date: 11/21/2016 11:41:15 PM
City/State/Zip: Chapel Hill, North Carolina 27517
Company Complaining About: AT&T

Description
We have AT&T DSL Service. It is supposed to be 3.0mbps download and is hardly half of that. When I complain, after the 5th repairman it gets marginally better. When I complain to the FCC it gets miraculously fixed!
Ticket: # 1325682 - Re: Re: Re: Slow Speeds
Date: 11/22/2016 7:07:00 PM
City/State/Zip: Lafayette, New York 13084
Company Complaining About: Dish Network

Description
This is a follow-up to your previous request #1310270 "Re: Re: Slow Speeds"
and a follow up to
1037405
1282108

WHY DO YOU KEEP CLOSING MY CASES OUT ,,, NOTHING HAS BEEN RESOLVED NOTHING HAS BEEN CORRECTED
I WANT THE MOST TOP SENIOR MANGER INVOLED AND CAL ME, WHAT YOU ARE DOING CLOSING OUT MY CASES , WITH NOTHING BEING DONE IS WRONG , AND I AM GETTING PRETTY PIST OFF,,, MY TAXES ARE PAYING YOU TO SCREW ME ,, I WILL NOT ALLOW THAT

I WANT THW SENIOR TOP MANGER TO CALL ME ON THIS MATTER ASAP ,,,[b](6)[/b]
Thank You
[b](6)[/b]
Ticket: # 1325968 - Slow Internet
Date: 11/23/2016 12:42:17 AM
City/State/Zip: Willamina, Oregon 97396
Company Complaining About: Centurylink

Description
This will be short and sweet. We pay $80 for 3.5 mbps upload speed. That's the same as people pay for 10 or more. There are varying times throughout the day when it drops far below 3.5 mbps and it is unusable (we play online video games and the pings are sometimes higher than 700 on ALL servers). Century Link has the ability to upgrade our service, there is a new hub at the bottom of our road (it's been there a few years) yet our internet has never improved. This issue should be resolved by Century Link but they DO NOT care about rural customers. At the VERY LEAST we should be charged proportionately less for this internet speed.
Ticket: # 1326040 - Comcast
Date: 11/23/2016 8:53:29 AM
City/State/Zip: Port St. Lucie, Florida 34953
Company Complaining About: Comcast

Description
I moved to Florida from out of the state and set up service with Comcast since I work from home, I needed to have internet as soon as I arrived in Florida. I have had chronic packet loss since I moved into my new home. I have opened 10 or more tickets regarding my internet issues. They reset my modem, and dispatch out a technician each time I call them regarding my packet loss. They replaced my brand new modem that I owned and my router with a leased modem/router combo. They told me that by doing that, it would resolve the issue but there was a $10.00 charge per month for the modem. I told them that if it would resolve my issue, that I would agree. The modem made things no better. My cable has been laggy, dropping channels, sound cuts out and the last tech that came out tried running tests on my service. He said that it is so bad that he is unable to even upload the test results. He said that he would upload them at his next call. He told me that he was calling in a ticket to replace the tap. They left me with no internet or cable TV. 2 hours later I got a call stating that the work was completed. I was home and there was never anyone at the pole. I can see it from my couch. I am attaching the logs that I have been keeping for the last 4 months showing how bad the packet loss and connectivity is.
Ticket: # 1326248 - decreased internet speed
Date: 11/23/2016 11:56:01 AM
City/State/Zip: Barranquitas, Puerto Rico 00794
Company Complaining About: Hr.com

Description
in oct 18 thru 10 22 there was no internet service then on nov2,7,13,14,16,17,18,19,20,21,22,23 we have had intermittent service and slow speed i have 4megs of speed and im getting 2.5 when i call and request a credit for the time without service they refuse to credit my account and at the sametime refuse to repair their network
Ticket: # 1327114 - Comcast is providing Slow, unstable and absolutely terrible WiFi and will not improve no matter what I do.

Date: 11/23/2016 9:32:55 PM
City/State/Zip: Johns Creek, Georgia 30097
Company Complaining About: Comcast

Description
Hello.
Me, along with my family, have been using comcast as our provider for internet for a very long time, and it feels like I’m being cheated out of the connection that my family pays for. Attempting to use the WiFi to do anything that requires even a moderate connection is borderline impossible. Video broadcasting such as Netflix and Youtube take longer to buffer than to watch, and videogames such as Overwatch or League of Legends are impossible to play at the stability given by what shouldn’t be even called a wireless connection. Even with the addition of a wireless extender, the situation has not improved. It feels impossible to do anything that will fix this problem, as Comcast is not known for their great customer service.
Ticket: # 1327139 - Internet and tv connections.
Date: 11/23/2016 10:27:09 PM
City/State/Zip: Lindenwold, New Jersey 08021
Company Complaining About: Comcast

Description
Internet is very slow and sometimes will not connect at all.tv shuts off from cable and trouble with Dvr.
Ticket: # 1327203 - Unstable internet speed and delayed repair
Date: 11/24/2016 1:21:54 AM
City/State/Zip: Corpus Christi, Texas 78410
Company Complaining About: Time Warner

Description
I have been having intermittent speeds since October 2016 and have scheduled 3 service appointments which the tech has not come out or has filed a new order to replace the cable wire outside of the house. I have wasted 3 vacation days waiting all day for Time Warner to arrive. That is 36 hours of vacation I used waiting for Time Warner. If there was another internet company in my area I would have left a long time ago. I am tired of calling for the same complaint and getting the same answer "I have spoken with the dispatcher and the tech will be there in 2 hours". It's not a complicated thing the order requests. It just calls for replacement of wire due to noise in the signal. Today November 23, 2016 the service windows was from 8am to 11 pm. I have made 2 calls after 5 pm and both times they said it's still within the service window. The order requests to replace and bury on same day. Last person I spoke with said they will bury it tonight. It is past 11 pm and I called about the appointment. Person I talked to said no service was made for today to replace wire just bury. I have to make another appointment to fix the issue.
Ticket: # 1327479 - Poor connection

Date: 11/24/2016 4:47:52 PM

City/State/Zip: Clintonville, Wisconsin 54929

Company Complaining About: Frontier Communications

Description

On more than one occasion I have contacted Frontier Communications to resolve a speed issue with my internet. They are failing to correct the issue and the speed has become unusable.
Ticket: # 1327493 - Poor Internet service.
Date: 11/24/2016 5:41:46 PM
City/State/Zip: Lincoln, Nebraska 68516
Company Complaining About: Windstream Communications

Description
Internet speed is consistently slow and frequently stops completely. Have to restart Internet daily. It is not even possible to have two video streams going at once. Incredibly poor service for part of a 209 dollar bundle.
Ticket: # 1327658 - Internet speed
Date: 11/25/2016 1:36:27 AM
City/State/Zip: Columbia Station, Ohio 44028
Company Complaining About: G.I.w. Broadband

Description
G.L.W. Broadband in Grafton, Ohio is my internet provider. I pay for their highest speed option available, which is up to 8Mbps download and 768kbps upload. I frequently test my speeds, which has never reached a download speed greater than 4.9 Mbps and drops to less than 1 Mbps on a daily basis. This is unacceptable service quality and there is a lack of other options where I live. This is not true broadband based on the 25Mbps guideline. Time Warner Cable/Charter Spectrum has line 2000 feet from my home but will not connect without a $20,000+ construction cost for me.
Ticket: # 1327927 - Poor Internet Connection

Date: 11/25/2016 2:33:42 PM
City/State/Zip: Converse, Texas 78109
Company Complaining About: Time Warner

Description
This problem has been persisting since February 2016 where I will get really poor internet connection. I'm an avid gamer, and I've noticed that since February my internet connection has been subpar when playing certain games. I've called Time Warner Cable FIVE times about this issue, but they always give me the run around saying it's not their issue when I can clearly run a pathping and traceroute and see that the issue is with their servers.

I've contacted tech support for the games I have issues with, and they all clearly state that it is an issue with TWC. I can verify this because with the pathping and traceroutes, the latency issues start way before I even reach the game servers.

This issue is even more noticeable between the hours of 5pm-1am. Every day. I've called TWC tech support and was bumped to Tier 3 support and was promised a callback but haven't even received that yet. The issue clearly lies with TWC's servers, but they refuse to do anything about it. I feel like I'm not getting the service I'm paying for.
Ticket: # 1328205 - Slow Data
Date: 11/25/2016 6:32:32 PM
City/State/Zip: Lauderdale Lakes, Florida 33311
Company Complaining About: Metropcs

Description
My name is [redacted]. I've been a customer of Metro PCS for a long time. I file this complaint to express my right to have what I pay for. The reason I file this complaint because Metro PCS keep slowing my data every time I used a lot of data, I pay for unlimited service with them, unlimited data. I need them to stop slowing my data use... Thank you. [redacted].
Ticket: # 1328213 - Windstream Communications
Date: 11/25/2016 6:38:05 PM
City/State/Zip: Shelocta, Pennsylvania 15774
Company Complaining About: Windstream Communications

Description
I have had Windstream as my ISP for about the last 2 years and ever since the start they have provided me with nonexistent service. For example: the week of 11-12-16 I had 70 drops in a 2 day time frame, 4 days later they sent a tech guy out that didn't solve the issue. I was told you have what you have and there's nothing that can be done about it. Then starting yesterday (11-24-16) there were about 200 drops in a 3 hour period. I called support at 4pm on 11-25-16 and was told there was too many drops to count and he refused to send me a list of the drops. I have been dealing with service and support like this for almost 2 years now and the only reason they still have my business is because they are the ONLY ISP in our area. They know that so they do whatever they want because nothing can be done about it
Ticket: # 1328295 - Earthlink / Frontier Service and support
Date: 11/25/2016 8:15:54 PM
City/State/Zip: Goldthwaite, Texas 76844
Company Complaining About: Earthlink

Description
I have had Earthlink DSL service for well over three years. I am very satisfied with them however since September 22, 2016 I lost total internet service which was resorted two weeks latter. Now I am paying for 7mb speeds and only receiving 0.5 to 1.0mb during the evenings when I am home. I have worked with their customer support for well over a month giving them plenty of time to fix this issue. They have lowered my speeds and sent a technician truck out here on two different occasions saying there was nothing they could do to fix the problem. That it could be the internal wiring of the home. That wiring has been replaced and has made no change. They have missed two appointments one for 11-23-2016 before 10pm and again 11-25-2016. I am coming very close to completely dropping their service however there are not very many options of hard line providers in this area. I understand there might be issues and shortage of man power during holidays or what have you. But i have been dealing with this since September and pretty much at my wits end. If you can assist please let me know. (also purchased another modem from them as well thinking that was the issue as well. No change.)
Ticket: # 1328450 - Frontier Fios throttling internet speeds
Date: 11/26/2016 12:32:26 AM
City/State/Zip: Justin, Texas 76247
Company Complaining About: Frontier Communications

Description
Internet speed if streaming video and HD video drops dramatically, this goes away when I'm connected to my work VPN. I can watch HD video with no connection issues when using a VPN, I suspect that they are throttling for video streaming and possible other services.
Ticket: # 1328583 - Internet
Date: 11/26/2016 10:48:27 AM
City/State/Zip: Cornelia, Georgia 30531
Company Complaining About: Windstream Communications

Description
I have contacted Windstream 6 times in the past month about internet going out and not running at speed I am paying for. They offer many excuses but have failed miserably in correcting the problem. I find this very infuriating and just want it fixed. I have been given no reimbursement for downtime or slow speeds.
Ticket: # 1328586 - Spectrum Cable
Date: 11/26/2016 10:51:53 AM
City/State/Zip: Austin, Texas 78749
Company Complaining About: Time Warner

Description
Since Spectrum has taken over Time Warner my internet connection has become much slower and has frequently dropped out all together. As I use a security system that is internet based this creates a safety issue.
Ticket: # 1328731 - internet Availability/speed

Date: 11/26/2016 1:45:14 PM
City/State/Zip: Spring Hill, Florida 34608
Company Complaining About: Moonbeam

Description
I live in Spring haven loop apartment in spring hill Florida. Our apartment complex only allow us to have internet and cable from only a company call moonbeam, the company charge us 55 dollars for internet and 45 dollar for basic cable that is constantly slow and unreliable. That max speed is 3mbs and is share with all the residents in the complex.
Ticket: # 1328752 - jg net/awv communications
Date: 11/26/2016 1:56:38 PM
City/State/Zip: Juncos, Puerto Rico 00777
Company Complaining About: Jg Net

Description
After contact with company I was not given response to the reason for the extremely low speeds. Some hitting as low as .02 Mb/s. I informed them I was aware of some drops due to multiple users but this significant drop is inexcusable.
Ticket: # 1328977 - Continuous Connection Issue

Date: 11/26/2016 7:06:27 PM
City/State/Zip: Seattle, Washington 98102
Company Complaining About: Comcast

Description

As a renter in the city of Seattle I do not have a choice in who my cable provider is -- my building is assigned Comcast. I have had Comcast for many years and my internet connection with them has been inconsistent at best. For several months I was being charged for 150 mpb download and only receiving 25 mpbs due to Comcast not upgrading my modem.

Since the new modem has been installed I have had four incidents if speed issues. Once a tech was onsite and mentioned latency issues and wiring issues as the cause. Once a rep re-set settings on my model so that it would default to the 5 ghz band. My most recent call was related to an inability to connect via ethernet to my desktop Mac.

When I explained to the rep that my pervious experience required someone in Comcast Tech Support to assist with specific settings, he claimed to have no knowledge of this and instead offered to send a tech and to sell me a protection plan to prevent me from being charged service call fees related to Comcast fixing issues related to my not receiving the service I am paying for monthly. This was in contradiction to a prior rep telling me that service calls of this nature were not charged and that a previous charge would be refunded.
Description
Hi,
I am a Comcast customer that is currently paying for 25mbps download and 5mbps upload. For the past couple week we have notice that the internet service plummet in such a way it takes about a minute for simple website to finish loading and 3 minutes for a youtube video to get started with many buffering pauses in between.
This happens even when only one person is using the internet.
At first suspected wifi interference but upon changing the channel the problem persist.
I do see on the cable modem logs that we are getting a lot:
SYN Flood
DoS Attacks Port Scans and Teardrop or derivative
Ping of Death

My Question is if these issues fall under the customer responsibility or the Company's

Thank you for reading
Ticket: # 1329109 - Insufficient internet speed or availability  
Date: 11/26/2016 9:55:35 PM  
City/State/Zip: Pardeeville, Wisconsin 53954  
Company Complaining About: Frontier Communications

Description  
Multiple occasions with losing internet, or the internet download/upload speed is too weak to be able to use a mobile device and PC at the same time. I telework 60% of the time and do have consistent availability to perform my work on my server. My applications are slow, or I lock up entirely and have to report to the office. Technician tickets are several days out, no option to get repairs quickly. Customer service and technicians do not have consistent information and often that causes further delays in resolving the issue. Today was the last straw. I lost internet service on Tuesday 11/22 and they could not get someone here until Saturday 11/26 (today) with an 8:00-5:00 window. I called at 4:15 as I had not heard anything and the customer service said he was delayed and would be calling me within the hour. At 7 p.m. no one arrived and I called to check and was told by a different customer service rep they were mailing me a new modem and the technicians do not carry those on the truck. I wasted a whole day waiting for them. Our area has limited internet service provider options and I feel they take advantage of their customers here in our area because they know that we cannot go elsewhere. We've lived here for 2 years now and I would say we get a handful of outages every month. I am willing to pay for good service, we just don't have any. Outside of demanding they prorate our bill accounting for days without internet (or phone), we don't know what else we can do.
Ticket: # 1329529 - Lack of Broadband services.
Date: 11/27/2016 4:49:58 PM
City/State/Zip: Carlton, Oregon 97111
Company Complaining About: Centurylink

Description
Hello, I'm writing to complain about Centurylink services in my area. Centurylink will not upgrade their equipment or lines to service our area with broadband internet as it is defined. We currently are offered 1.5mb download, and 0.5mb upload. However the service is typically below 1mb download, and below 0.25mb upload. They claim that the "services" are "exhausted" and that is what is causing everything to slow down.

I am not the only customer in my area experiencing these problems. I will be encouraging my neighbors to file a complaint here as well as signing a petition with regards to this complaint.

Please help our neighborhood.

Thanks.
Ticket: # 1329852 - Comcast constantly throttling speeds
Date: 11/28/2016 1:25:21 AM
City/State/Zip: Denver, Colorado 80210
Company Complaining About: Comcast

Description
Comcast has been throttling my speeds for a little over a month now, ever since they introduced their 1tb cap on data. I live in a 4 person household, where 2 of us earn income from home. We're losing money while Comcast throws us around with lies about the connection. We've had to pay an electrician to come out, only to tell us that it is on Comcasts end.
Ticket: # 1329867 - T-mobile selling mobile internet plan that practically not working

Date: 11/28/2016 1:50:22 AM
City/State/Zip: Vienna, Virginia 22180
Company Complaining About: T Mobile

Description
I bought T-Mobile unlimited mobile internet plan for $75 plus tax per month that have been automatically withdraw from my credit card with 2-year plan, T-Mobile high speed mobile internet practically not working - I live in suburbs of WDC - Vienna, VA, and its hot spot is not working as well. I've tried to contact 611 with T-Mobile: all calls were transferred to Philippines were people not only can understand the issue but saying to me that what they see on the screen that I do not have internet plan at all: they believe I have pay-to-go telephone . Sometimes I could not even understand them since calls came from place were loud music and other conversations completely obscured the communication. T-Mobile cheating customers and not providing any services to them: I could not consider uneducated and non-competent people overseas who after few minutes talk transferring you to another T-Mobile representative - looks like sitting in the same room where they playing music and entertaining. I do not like such service and do not think I've deserved it paying $75 per months with 2-year contract: standard term with many other US - not like T-Mobile European based companies, like Verizon, with whom I have excellent experience with my Internet mobile service.
Ticket: # 1329981 - Constant disconnects horrific internet
Date: 11/28/2016 10:06:30 AM
City/State/Zip: Candor, New York 13743
Company Complaining About: Frontier Communications

Description
Ever since November 5th my internet through frontier has been lagging and averaging 60+ disconnects a hr. I have had 2 techs come out and a third no show, spent over 10hrs on the phone, created 13 tickets and all they do is push it out. There hundreds of customers in my area alone experiencing issues.
Description
We have had issues with our internet speeds for roughly the last 6 months. During the day the speeds are fine unless its on the weekend. During the evening hours and over the weekend our speeds and connection quality drop drastically. We are supposed to have 25mb down 2mb up. Our speeds usually drop to 5 or less down. Upload speeds are very consistent at 1.9 mb up. I have been told everything at my home is fine and i have already replaced the modem. I was told by a supervisor the issue was on one of their servers and they were investigating the issue. I called back today and was told the issue had been resolved and they start their standard process of looking at my modem and line speeds. The issue has never been resolved and i keep getting bounced back and forth between Internet support and their next higher level support which doesn't appear to want to fix the problem. The problem effects everyone coming out of the node I am connected to. I have no other broadband options where I am located and really need this fixed.
Ticket: # 1330720 - Continuous instability in internet connection.

Date: 11/28/2016 4:28:46 PM

City/State/Zip: Davie, Florida 33324

Company Complaining About: Comcast

---

**Description**

My internet, from time to time, becomes unusable for my purposes for days on end. This is characterized by my upload speeds becoming unstable and significantly slower than usual, typically down to about 10-15% of the speed it's meant to maintain. This happened 3 weeks ago (not for the first time) and persisted for nearly a week, and as of today it has begun again. As a streamer on Twitch, this prevents me from broadcasting my stream, which potentially costs me money in the form of donations from my viewers.
Ticket: # 1330832 - windstream

Date: 11/28/2016 5:11:52 PM

City/State/Zip: Maple Lake, Minnesota 55358

Company Complaining About: Windstream Communications

Description
Constant Internet issues. Work tickets being closed without issues ever being resolved. Internet out for more than 10 days requesting technicians to come out that never show up.
Description
I've experienced significant degradation in service quality over the past 6 months on a rural DSL service with Verizon. The service frequently has failures to resolve domain names resulting in significant latency and a materially poor experience. I must repeatedly attempt to reload webpages until it works correctly. While Verizon's more expensive 4G LTE service works well here, I believe they are under-investing in DSL service to force consumers to switch to the higher priced option. Repeated attempts to fix the issue with Verizon customer service have not yielded improved service.
Ticket: # 1331177 - Frontier Communications
Date: 11/28/2016 8:46:58 PM
City/State/Zip: Concho, Arizona 85924
Company Complaining About: Frontier Communications

Description
Our internet was VERY slow since 11/23. I called on 11/25 and they had me do a speedtest... said we needed a new modem and would overnight it. It is now 11/28 almost 6pm and no modem. I found an online thread in a local Facebook group that started on 11/26 with many people saying they had slow service starting 11/23. MANY people commented, also saying it was all over AZ. Frontier is not honest with its customers having us check this and that and do speedtests when the problem is indeed widespread and obviously NOT 1 person needing a new modem or whatever! They also need to issue a credit to all affected without all having to call for it. They also need to post online outages for all to see and not wait for folks to complain!
The problem was finally fixed late afternoon 11/28.
Ticket: # 1331226 - TDS Over selling Internet
Date: 11/28/2016 9:50:14 PM
City/State/Zip: Wellington, Colorado 80549
Company Complaining About: Tds

Description
Hi,
I have been with internet with a download of 2 MBPS for a month. One out of ten pings you will get 35 MBPS then service drops. I have called them four times now, answer to my problems was a so called "update". We live in a BRAND new neighborhood.
When I last called he said the problem was that they had to many users and not enough to go around. Meaning they over sold there product and are unable to provide service. When I asked for a refund for my month they denied me saying that since the problem was down stream it wasn't there issue and all they could do was request and update on the "upgrades". Please help with these fraudulent businesses!

Thank you for your time,

As a side note, TDS bought out our neighborhood from BAJA. I never had any issues with receiving my full 55 Mbps from them or any interruptions of service. With TDS I get a max of 35 to 39Mbps. I am paying for 55 Mbps.
Ticket: # 1331300 - Internet
Date: 11/28/2016 11:04:42 PM
City/State/Zip: Pago Pago, American Samoa 96799
Company Complaining About: American Samoa Telecommunications Authority Astca

Description
I have been a customer for our telecommunications for a long while and my issue is still the same. I call the sales rep to let them know that my Internet is slow, the sales rep then asks for my service plan. I then let him know that I am paying for a residential plan. After I let the rep know that I am paying for residential he then replies "oh if you're on residential you're under a shared network so you won't be getting the speed that you're paying for". I didn't ask him "where on your website and your information does it say that I am on a shared network?" He then replied back quickly "that's how it is" I even tell him that only sometimes in the morning it's up to par with what I'm paying for but as soon as it reaches a certain time in the afternoon it then drops. A few times I have called in because my Internet connection was completely down and then they say that they will reset on their end, after 10 seconds they then asked me to check if my Internet is working. I then tell them yes it is working but my Internet is slow then they suggest that I unplug and plug in my router after 15 seconds then call back to check on it. I am heavily frustrated that I don't even call back. The next day they call me two hours after opening time and as soon as I pick up the phone and answer they ask me if this is the residential that called for Internet issues. I say yes, then they say OK is it working? I didn't reply "yes it is working but it is still slow." They don't even reply back they just hang up. I have been dealing with this for a very long time from time to time they resolve it but over time it remains the same slow Internet lack of customer service and never calls back when they say they will. It has taken me a long time to come to this decision to send a message out for help to the FCC to see if anything can be done or looked into for that matter we are a US territory American it has taken me a long time to come to this decision to send a message out for help to the FCC to see if anything can be done or looked into for that matter we are a US territory American Samoa. I am paying $130 a month for 2 MB. I am also wondering do you think that that is dramatically overpriced? I think so.
Ticket: # 1331643 - time warner cable internet
Date: 11/29/2016 10:57:56 AM
City/State/Zip: Schuylerville, New York 12871
Company Complaining About: Time Warner

Description
repeated and continuous outage of e-mail server. slow download speeds
Description
Hi, I have trouble with Claro internet speed every day. Upgraded recently from 4M (3.5M Speedtest) to 10M (6.7M Speedtest). Always have less than I pay. I'm aware of the peak times lower the speed but I have so much latency and when tested got very different speeds from .2B to 5M and some times I'm lucky to have constant 6M. I reported several times and get back to the lower speeds in no time. I got not much providers to choose, the other is Liberty (expensive).
Ticket: # 1332411 - Comcast Internet Issues

Date: 11/29/2016 4:05:44 PM
City/State/Zip: Plainfield, Illinois 60586
Company Complaining About: Comcast

Description
For months I've have had consistent issues with my Upload speed. I'm currently paying for 20 Mbps and there are weeks were it is below 3 Mbps. I depend on my upload speed for my job and after over 8 tech visits, it’s still not fixed. I've spoken to local corporate office, and they refuse to work with me in a timely manner. Three separate reps are constantly not returning calls, going off on vacations, and giving me the run around. I want my Upload fixed, because without it I cannot do my job.
Ticket: # 1332983 - Comcast Blast! internet speeds

Date: 11/29/2016 9:34:32 PM

City/State/Zip: Atlanta, Georgia 30329

Company Complaining About: Comcast

Description
I am certain I have no grounds to file a complaint but I would like an explanation (not from Comcast) as to why Comcast is allowed to market its Blast! internet service in Atlanta, GA at half the speed it offers to customers in the Northeast. Blast! is offered at 150 Mbps in the Northeast but in Atlanta it is offered at 75 Mbps. These speeds reflect a recent free speed increase.
Internet doesn't work.
Ticket: # 1333099 - TWC / Charter / Spectrum throttling internet in the austin area

Date: 11/29/2016 11:24:30 PM
City/State/Zip: Hutto, Texas 78634
Company Complaining About: Charter

Description
Ever since Charter / Spectrum acquired TWC the quality of service has been getting worse and they refuse to fix the problems unless enough people complain. Have read multiple reports of people living in the Austin area that in between the hours of 3pm to 11pm their service drops in quality and when they call now spectrum they say the same thing: "We'll look into it if enough people complain". That seems like a very anti-consumer thing to do, without even considering that they are increasing the prices and lowering speeds for no reason.
Ticket: # 1333204 - 1tb limit on data usage

Date: 11/30/2016 4:32:50 AM
City/State/Zip: Albuquerque, New Mexico 87106
Company Complaining About: Comcast

Description
our contract was agreed to prior to data limiting. now we are being charged extra per 50 gb used unless we pay $50 extra a month. Our internet is also very very unreliable prior to exceeding the data limit, even more so after going over the limit
Ticket: # 1333212 - Comcast Internet Service complaint
Date: 11/30/2016 5:51:48 AM
City/State/Zip: East Hartford, Connecticut 06108
Company Complaining About: Comcast

Description
Comcast not providing the service that it is currently charging me for. I am having a great deal of internet disruption on daily basis. Please see the word document attached for the details of the problem. I have tried to resolve to issue by being patient for more than two years now but I see no possible resolution for this issue despite contacting Comcast almost on every day basis.
Ticket: # 1333240 - Comcast is unresponsive and can't give me information about when my service will be fixed

Date: 11/30/2016 9:15:53 AM
City/State/Zip: Atlanta, Georgia 30318
Company Complaining About: Comcast

Description
We use comcast for our business internet service. We do web demos with customers daily, and our comcast service has been riddled with packet loss and dropped connections which causes us to lose business. I've been on the phone with support 6 times, and we've had technicians to our office 3 times. They claim to have identified the problem (an issue with the lines that serve our building, which apparently affects the entire area). They also claim to have created a job order to fix the problem. I was told the problem would be fixed within 24 hours. It's been several weeks. Comcast can't tell me when the problem is scheduled to be repaired; they can only tell me that an order has been placed. In the interim, we are losing business.
Ticket: # 1333424 - VERY SLOW Comcast internet service

Date: 11/30/2016 11:41:22 AM
City/State/Zip: Atlanta, Georgia 30341
Company Complaining About: Comcast

Description
The internet service is very slow, especially in the evening. When attempting to stream, there are multiple interruptions. At time when surfing the internet on PCs or mobile devices, the response time is lengthy.

I contacted Comcast support, which stated the problem was my modem. I updated the modem and router, the problem continues. Speaking with neighbors, the problem is not unique to my apartment.

I contacted Comcast corporate and a representative was assigned to address the problem. I have left NUMEROUS messages, he not returned my call.

I am not receiving the service for which I am paying
Ticket: # 1333473 - Internet speeds lower and ping spikes for majority of the available time.

Date: 11/30/2016 12:00:36 PM  
City/State/Zip: Blacksburg, Virginia 24060  
Company Complaining About: Accessmedia3

Description

Internet speed (we pay for 50/50) drops to single digit values during what Accessmedia3 (AM3) defines as "peak hours". A customer support representative has informed me that this is between the hours of 5 PM to Midnight. This is seven hours of "peak hours" which is easily a majority of the day as this is a college town. Furthermore, more often than not, shortly at or after midnight, the internet speed and the ping spikes suddenly stop, leading me to believe that the internet speed is intentionally throttled by AM3 during these times. They state under the description of this internet package that it is perfect for gaming for multiple people, yet gaming is very difficult with the ping spikes.
Ticket: # 1334299 - Loss of internet throughout the day.
Date: 11/30/2016 6:01:27 PM
City/State/Zip: Norwalk, California 90650
Company Complaining About: Charter

Description
For the last year I have lost internet signal anywhere from 30 mins to 8 hours a day. I have spoke several times to representatives who have not addressed my concerns in a timely manner. I was assured that the new infrastructure would be put into place to alleviate the issue.
Description
The last year and half I've battled with Time Warner Cable, now known as Charter Spectrum. They've sent our technicians, switch out my modem router, had me buy my own modem router, and even had a tech go out to the nodes.
My latency is never even at a proper level to work. I pay way too much to get "high speed internet" that is not even decent speed for even gaming.
I even have ANOTHER ticket in with tier 3. Ticket# TRB6441412
I know my neighbors also have complained of the same issue but don't seem to be as knowledgeable in what to do or how to communicate the issue.
Description
It would take me a week to describe this problem in its entirety. But I have spent 15 + hours on the phone with At&t and had 4 different techs along with the 5th one coming today to my house and my internet still doesn't work correctly, I have been through 5 routers in the past week. I have fiber optic uverse and my house says it is pulling 25mgb but it says it's going to take 24 hours to download a simple 140 mgb file? I can't even stream Netflix when wired with Ethernet to the modem. All my TV's are less than a year old and all have up to date software. I even had a tech tell me when he left that I should just simply switch back to brighthouse. I had the service for about 2 months and never had a problem then on the 18th of November they hooked up my neighbors internet and I have not had service appropriately since then. They are refusing to put in a new fiber but at this point everything they normally do on their troubleshooting in the house isn't working and has been tried 4 times each. My neighbor is now having the same problem and has had more than 3 techs to his house in 5 days as well. At this point after being talked to like I'm illiterate I am about to cancel at&t and DIRECTV whom I have been satisfied with for four years. Please help I am on my 5th tech in a week and I cannot download any school files I have to go to my neighbors to do that.
Ticket: # 1335207 - Issues with internet speed
Date: 12/1/2016 12:40:09 PM
City/State/Zip: Sabana Grande, Puerto Rico 00637
Company Complaining About: Claro

Description
I have internet with Claro in Puerto Rico and i paid for 10mb and the issue is that i have inconsistent speed of internet for example in some hours of the day i receive 8mb but in the majority of the hours i receive 2mb or less the problem is i tried to resolve the issue with them calling but after 4 months trying i just decided to fill a claim with your entity because they always do something via phone and works about a week or two but after that i still having the same issue and they never offer to send me a tech to my home or a new modem
Ticket: # 1335318 - Comcast Internet Service
Date: 12/1/2016 1:20:59 PM
City/State/Zip: Baltimore, Maryland 21212
Company Complaining About: Comcast

Description
I have been a Comcast Customer for at least 4 years and I have had internet and cable service. Even though I am paying for a higher band internet service because I work from home, the internet service is horrible. It drops sporadically at any time of the day. I did call in regards to the poor service and they just continually recommend that you purchase another package. The costs continually rise, while the product declines and add no value. I refuse to buy another package because the existing internet service is very poor and unfortunately, I cannot switch to DIRECT TV, because they are unable to position the antenna on my balcony to get a signal. Comcast internet and their packages are horribly inflated. Something needs to be done to alleviate a consistent inflation of costs to the consumer. It's not fair!
Ticket: # 1335388 - Hughes Net
Date: 12/1/2016 1:46:21 PM
City/State/Zip: Randolph, Michigan 23962
Company Complaining About: Hughes Net

Description
They restored her internet service after she filed ticket 1317898. She called to let them know that her speeds were very slow. All the lights on the modem were lit and connectivity was good. After that call, her service was turned off. She has final exams coming up and cannot wait for internet service.

***CTR375-phone***
Ticket: # 1335803 - Unstable internet
Date: 12/1/2016 4:29:10 PM
City/State/Zip: Fort Worth, Texas 76119
Company Complaining About: AT&T

Description
My internet is always going out daily for an hour or so daily and then once a week I have an outage for a couple hours. The speed in the living room can barely handle internet browsing (that's where the modem is located). I can not even stream my direct TV (why offer something I cannot even use?). I have called and complained and spent hours on the phone going from one to person to the next saying they cannot help me someone else can. I feel the 99% reliability or whatever their slogan is a sham to trick people into signing up with them. When I called about DSL they say it is high speed internet I see nothing high speed when I cant even use it on my laptop to do work. This service is awful and unfair. I am paying hard earned money for something that doesn't even work in 90% of my house and barely works in 10% of my house. They keep telling me there are no problems with the wires on their end but want to come charge me because their service is not up to par or even close to par. I want my money back for the modem I paid you guys that gives me the red dot of death and want to get out of your services its unbearable. Obviously you do not want me to be a customer because no one wants to call back or answer my compliant to the presidents office, which was added to another compliant when I asked it to be open as a new one since I spent 3 hours on the phone with one person after person. AT&T has lost so much respect and should be punished for unfair practices.
Ticket: # 1335851 - Cox’s persistent problematic broadband access which impacts on the consumer’s ability to place VRS calls.

Date: 12/1/2016 4:47:38 PM
City/State/Zip: Tulsa, Oklahoma 74136
Company Complaining About: Cox

Description
The Consumer states that she continues to experience problematic Broadband Access which severely impacts on her ability to place VRS calls. As a result, her communication access continues to be denied at her residence thus resulting her being isolated at her residence. The consumer mentions that she has a long history with Cox Customer Service people and they continue to be unaccommodating and uncompromising. They continue to be insensitive to her unique communication needs due to her deafness and her needs to be able to use the VRS facility at her residence. During the courses of trying to work out with her Broadband access, often out of her pocket, she had to replace her Modems and the latest was 4 months ago. The latest speed test showed 15MBPS Download and 2.0 Upload however the day prior to that showed 0.07 Upload along with the same Download result. This alone shows how unstable her Broadband access is and last week, she was without broadband access for approximately a week without access to internet and this also impacts on her ability to place VRS calls. She checked her video phone setting and the speed is at 256k which is of acceptable level. She also experiments with the other VRS besides her own Sorenson VRS and all of them show the same result which suggests there is nothing wrong with the other VRS providers including her own VRS product. Cox Technician was supposed to come out at her place to sort out but she decided to cancel it because in the past, she always had to pay to fix the problems caused by Cox in the first place and this time, she refuses to pay for it. Moreover, despite the technicians’ visits in the past, problems are still there and they continue to persist without any efforts to fix and sort it out at once. Problems that are caused by Cox continues to frustrates and angers the Consumer along with the lack of sensitivity on her unique needs to communicate using VRS continues to amplify the problems on such proportion when it could have been remedied properly in timely manner in the past.

The Consumer wishes for Cox to reexamine the situation and come to resolution. She also would like to be reimbursed for all the Technician visits fees in the past. She also would like to receive the credits for the broadband that she never gets to use at her place. She also wants to have the site survey done at her residence.
Ticket: # 1336133 - Bad service
Date: 12/1/2016 7:00:58 PM
City/State/Zip: Lakebay, Washington 98349
Company Complaining About: Centurylink

Description
I am having issues with CenturyLink I don't have the service that I'm paying for I'm supposed to be at a 1.5 and speed and I am actually at a 0.18 in speed I've contacted them several times they've sent out a technician he tells me everything's fine and nothing changes.
Ticket: # 1336159 - Had to cancelled contract because I never had internet

Date: 12/1/2016 7:20:50 PM
City/State/Zip: San Lorenzo, Puerto Rico 00754
Company Complaining About: Boom Net

Description
During this past month of november I didn't have internet at all for 10 days. They sent somebody to verify my antena and he replaced it. The velocity was so slow 0.08 or otherwise I didn't have servicw. For me to have service I had to call them and be on the phone with them for over an hour, they did gave me velocity but after a while it went away again. I called and once they told me well at least you have the service not the one you pay for but you have it. So I got tired and cancelled my contract now they want me to pay them $240.00 for cancelling the contract but it was always them who didn't keep theire part of the contract. I have some many evidence of the email, speedtest and fb conversations.
Ticket: # 1336496 - Comcast Xfinity
Date: 12/2/2016 1:43:43 AM
City/State/Zip: Cape Coral, Florida 33993
Company Complaining About: Comcast

Description
Comcast drops or restricts internet drastically
Ticket: # 1336673 - Frontier Communications Lack of Support and Business Class Service Interruptions

Date: 12/2/2016 11:19:37 AM
City/State/Zip: Hudson, Florida 34667
Company Complaining About: Frontier Communications

Description
We have been experiencing service interruptions on our business internet connection provided by Frontier Wireless for over 3 months. Our daily business operations have been hindered or have been lost all together during that time and there's been nothing to done to resolve this issue. We've been as understanding as we can be, but at this point Frontier Communications appears unwilling to help us resolve this problem.
Ticket: # 1336766 - The Broadband Access speed is inconsistent and it is less than the advertised speed. As a result, the consumer continues to experience his communication access denied at his residence through the avenue of using his VRS facility as a result of inconsistent speed and that it is definitely not a reflection of the advertised speed. He opts to have the Ultimate 100 plan option and he expects to utilize the Top Tier Quality High speed that is advertised yet what happens is completely contrary to that. Quite often, he struggles to see VRS interpreters and he is not able to have a VP Point to Point conversation with his friends due to the inconsistent speed. He already bought the issues with Customer Service people many times and he found them to be uncompromising, and they display a lack of understanding and they also appear to be unwilling to accommodate to his unique communication needs. Plus, he struggles to have stable communication as he tries to negotiate with the inconsistent speed that doesn’t enable the VRS connection well in order to articulate his issues so he can expect good services that he is rightfully entitled because he pays a lot for that. Yet, he is disappointed with the experiences he has with Time Warner Cable.

The Consumer wishes for Time Warner Cable to reexamine the situation and come to resolution on that. He also wishes to have the site survey done. Specifically, Time Warner Cable must make documented efforts to ensure that the Broadband Access is rightfully established and this must be well established to enable the VRS facilities for which he solely depends on.
Ticket: # 1337073 - Slow-High Speed Internet

Date: 12/2/2016 2:29:14 PM
City/State/Zip: Scandia, Minnesota 55073
Company Complaining About: Frontier Communications

Description
I've been test our "high-speed" internet and we never get 1mbps. Usually 200-400 Kpbs in the evening and it might go as high as 800kpbs during the day. I've called and they say that I should only be getting 1 mbps. They advertise that my area and what I'm paying I should be getting 6mbps.
Signed up for Comcast basic internet package, 25mbps, in beginning of July. From the sign up date until now, December 2nd, only about 3 consecutive weeks, which where in August the internet was working and I was getting the speeds advertised. Aside form those 3 weeks the speeds are always inconsistent to the point where internet doesn't works at all. Placed multiple phone calls to Comcast, they keep blaming my equipment, which has nothing to do with it. Same equipment was working perfectly fine for those 3 weeks. All of July was a mess with multiple phones calls, finally is started working in August and now back to slow and inconsistent speeds. Comcast sent out 3/4 agents which did absolutely nothing. They would walk in and walk out. After long phone calls the issue seems to resolve temporarily and then it goes back to the same issue. One Comcast agent threaten to see me in court and another hung up on me. That's unprofessional behavior. Unfortunately Comcast set up a monopoly where I as a consumer don't have any other provider for internet that I can go to.
Ticket: # 1337132 - Ongoing Issues
Date: 12/2/2016 3:04:57 PM
City/State/Zip: Long Beach, California 90805
Company Complaining About: Frontier Communications

Description
Her issues (997886 & 1102961) are still not resolved. No one responds to her phone calls. They said they would not cut the services off until the issue was resolved but they did (TV); she even made a payment of $200 in good faith. She called them after the weekend and they turned it back on. She has not paid her balance in full because she is not receiving quality service. The TV still freezes. The phone at times she cannot hear the other people on the line but they can hear her. She presses *86 to check her voicemail and gets “no signal” or other error messages. The internet is slow, they say they can’t do anything because “it is in the air.”

Desired resolution: Please correct the service issues and issue appropriate credit(s).  ***CTR375-phone***
Comcast needed to come out to fix a wire that is "leaking" which explains our terrible Internet connection. Gave me a 12 HOUR WINDOW on Wednesday, said a person over the age of 18 needed to be home. NO SHOW. Rescheduled for another 12-hour window on Wednesday. NO SHOW. Rescheduled for Friday. Yep, that's right. I've spent at least 6 hours on the phone over this, plus have been chained to my house. Lots of assurances each day that they will arrive. Two supervisors have promised to personally follow up with me, which they did not. One told me she can't elevate it because they aren't late yet - well, no kidding, with a 12 hour window by the time they are late it's very much too late at 8:00 at night to do anything about it. The last person was a level higher who told me I don't need to be here for the appointment, which none of the last 20 people I spoke with mentioned, in fact the opposite. The worst part is the right hand doesn't know what the left hand is doing - the people who book the appointments can never communicate, at any level apparently, with the side of the business that does the dispatching. Why is that? It's like they exist on different planets.
Ticket: # 1337649 - Poor service
Date: 12/2/2016 7:56:42 PM
City/State/Zip: Dubuque, Iowa 52001
Company Complaining About: Centurylink

Description
this has been an ongoing issue that my service is poor and jumps around. does not maintain speed. i have replace all parts on my end modem and line from box into the house, i have one connection inside my house where the modem is plugged in. i am on old copper lines and the technicians see that we have many error and resets there end works for a period of time then become slow or drops and resets. we have had a number of service calls in the last 12 months. they solve the issue for a period of time but it seems to keep recurring.
Ticket: # 1337785 - Comcast (Xfinity) internet service
Date: 12/2/2016 10:01:17 PM
City/State/Zip: Philadelphia, Pennsylvania 19138
Company Complaining About: Comcast

Description
I have voice and internet service with Comcast. I have been having sporadic internet service for over a month. I get on the internet and after 5 or 10 minutes the system freezes. I have called Comcast several times. They sent a tech out twice and installed a new modem but the problem persists. I called today and they said I have a slow version of the internet and tried to sell me a faster version for $13 a month. They also tried to sell me a voice, television and internet package. When I said no to these offers, they said I had to talk to technical support before they could schedule another technician visit. While I was on the phone, it conveniently disconnected. They have my contact info but never called back. All Comcast does is give me the run around.
Description
At the time of my getting service with ViaSat inc. I was never told of a data cap. I use the computer for business as well as e-mail facebook and that's about it. I experienced times I had to wait 10 min to log in to gmail, and playing games on facebook was impossible that is after which time they said I had used all my allowance of data for the month. They always gave me a sales pitch to my e-mail to offer me to buy more data & explain the reason I am experiencing a slow connection. I was insulted that a company could pressure someone into buying more of what they had already payed for in the first place. I also as they put it had signed a contract by giving them a card number for installation costs, but never knew until a month or so later. This continued for 2 years until I could cancel their service without a mark on my credit. I have another service that has done the exact same thing saying they need a card number to install when actually they are setting up an account with your bank where they can automatically do withdrawals from an account and if you cancel they take 420.00 dollars from your account and much more if you don't comply with their requests
Ticket: # 1338053 - Suddenlink wont provide services I pay for

Date: 12/3/2016 11:00:59 AM
City/State/Zip: Tyler, Texas 75703
Company Complaining About: Sudden Link

Description
I began services in August. When the tech came out to install (over 24 hrs late) I did a speed test and got close to what I pay for. I currently have an agreement with Suddenlink for internet at 150mbps down and 7.5mbps up for $99.95 per month. There has only been one other time that I have performed a speed test that I have even come close to the plan that I pay for. Most of the time my speed tests end up around 30-40mbps down. I have called tech support minimum of 4 times now to fix the problem, chatted online with a technical support rep several times and have even had a tech come out to the house to try to fix the problem. Before the tech left my house I did a speed test and got 146mbps down, it has been in the 30's since then. In order to file complaints I have been performing speed tests at different times of the day through the online tools on their website because their archive these tests. My biggest issue with them is the fact that they will not pro-rate my bill if I am not receiving the service that I pay for. The first time they did, from the time that I reported a problem until the tech came out to the house they gave me a break. However, ever since that first complaint every time I have inquired about pro-ration to my bill they tell me per policy I have to be without service for more than 24 hours before they will consider pro-rating my bill. If you cannot provide the service that I pay for then I will seek the necessary steps to make sure this does get taken care through first the FCC informally, and then if I need to formally through the courts. I will not be cheated out of my money.
Ticket: # 1338231 - unable to access email service

Date: 12/3/2016 2:07:17 PM

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

Company Complaining About: Time Warner

Description
My email account with Time Warner Cable has not worked properly for almost a week now. The access to my emails (both sent and received messages) has either not worked at all or has been extremely slow. Their customer support phone recording just continues to say "our engineers are working on the issue". But after a week, this inexcusable delay is affecting my business and income!!
Ticket: # 1338244 - Throttled Internet Speed
Date: 12/3/2016 2:19:59 PM
City/State/Zip: East Stroudsburg, Pennsylvania 18302
Company Complaining About: Blue Ridge Cable

Description
We pay a premium price of approximately $80, per month for 60 Mb download speed. At night time, this speed is not reached and we have had it serviced by the company and the problem still exists. This has been an on going issue.
Ticket: # 1338372 - Internet Service

Date: 12/3/2016 4:46:26 PM

City/State/Zip: Somerville, New Jersey 08876

Company Complaining About: Centurylink

Description

1. Inconsistent and intermittent internet service and unsuccessful attempts to fix it.
2. Technicians have missed more than 2 two appointments on each attempt to fix the issue.
Ticket: # 1338421 - Bait and switch and crappy service

Date: 12/3/2016 5:55:31 PM

City/State/Zip: Mountain Grove, Missouri 65711

Company Complaining About: Centurylink

Description
I bought CenturyLink DSL internet in approx. 2007. When I got it, it worked well. Approx. 5 years ago they decided to cut the speed to dialup speeds. If I'm lucky I get 1 meg download and 256K upload. Most of the time it's not that good. Their server times out every time I delete a email FROM THEIR SITE! I'm not the only person complaining. I have friends that are suffering the same issues. They are running a small business, and their computer will go to sleep they are trying to order items. They showed me where their phone cables are exposed on the ground. When they call CenturyLink customer service, CS asked what my friends thought CenturyLink could do to fix the problem. I've offered to pay for better service, but my area "can't do that, even though I've had it before. Yet if I would move 5 miles north I could. Their phone service is just as bad. 1 in 5 calls have to be redialed or has so much noise you can't hear the other party.

Shouldn't ALL customer's receive that same the quality service?
Ticket: # 1338588 - Unreliable upload on Cox

Date: 12/3/2016 10:22:19 PM
City/State/Zip: Oklahoma City, Oklahoma 73120
Company Complaining About: Cox

Description
I've spent approximately 2-3 years now going back and forth with Cox to try to resolve this issue. There have been dozens of tech appointments and they've replaced everything from the tap to my cable modem multiple times. Our download speeds are great and have almost never been a problem; they regularly exceed the rated speed on download of 150Mbps. The upload is the problem. We don't need much upload, just about 1.5 Mbps, but when it is having problems it dips well below that level and starts causing timeouts and losing packets. This makes online gaming impossible during these times. These periods can last from a few hours to several days. Outside of these times, the upload is great, very solid, and exceeds the rated speed of 10Mbps.

At today's tech appointment, we were finally told that Cox has NO MINIMUM guaranteed speed, upload or download. I find this unacceptable as I believe even AT&T has minimum guaranteed speeds on their DSL. We would have switched to AT&T but we're the single unlucky residence in this area to be limited to 18/1.5 (max) service due to the length of our lines (our immediate neighbors get 24/3 and 45/6 service from AT&T and we've been told that all of them have switched away from Cox). We have no other options besides Cox for our minimal upload requirements and feel trapped paying $75/mo for unacceptable unreliable service.
Hello,
I currently pay the city of Lompoc's Broadband Service Department, (100 Civic Center Plaza, Lompoc CA 93436, www.cityoflompoc.com) for their Wi Fi service. For some time now, I have been unable to access the internet properly during peak hours. Service is extremely slow, connections cut off, and unable to access site information.

I have been to their offices numerous times to complain of this and even upgraded my Wi Fi receiver from them with no noticeable difference. They claim it must be my computer, but during off-peak hours from around 2:00 a.m. to 7:00 a.m. when people are sleeping, I get on line with no problem. I know of several people who have the same problem and it is my, and their, belief that the city has oversold its service and not increased its server capacity to keep up with the demand.

Would you be so kind as to look into this for me.

Thank you
Regards,

(b) (6)
(b) (6)
Ticket: # 1338800 - loss of internet

Date: 12/4/2016 12:58:56 PM

City/State/Zip: Dagsboro, Delaware 19939

Company Complaining About: Mediacom

Description
Neighborhood I live in looses internet almost everyday. Goes out for hours at a time.
Description
I've had to contact the this company over 40 times since August and I have the call log to prove that. First off, I'd like to note that this company automatically upgrades you package of you go over your allowance 3 times in one year. Completely understandable and the first time it happened to us, we received a warning in the mail each of the 3 times. However, the second time it happened, we received absolutely no notice until it had already happened. We got zero notice that our package was going to be upgraded to a price we couldn't afford. And when I asked why that happened, the service agent couldn't even give me a straight answer. I've also had to ask 2 or 3 times to get taken off paperless billing. But the main issue for my complaint is despite having this $140 package of "up to 200mb/s" high speed Internet, I can never keep it up for a whole day. Literally at least once a day the speeds drops so low that my router restarts and it usually takes 10-15 minutes to get it working. Sometimes it's taken hours. Now the 40 calls I've made haven't accomplished anything. In August I told them I wasn't paying the bill of 140 again unless they came and replaced my lines and/or resolved the issue. I've constantly stated that I don't get what I'm being unrightfully charged for since I got unknowingly upgraded again. All the did was send a tech out and surprise, he found nothing wrong. He left my home saying he was going to check my lines and never came back to let me know anything. So a couple hours later when my Internet dropped again, I called the office again and they had zero knowledge of what the tech did or said. And despite me saying the bill wouldn't be paid until I got the service I was permitted, I awoke a few days later with no connection. So I called and asked for a manager this time, most of the agents aren't helpful. And I got told there was no manager, and when I called the obvious bluff. To the female agent, I was accused of being rude and got hung up on. And go figure, when I called right back I told the next agent about what happened and I got a manager to talk to. Liars and idiots, I swear. The manager then informed me that I didn't pay. So I was disconnected. I told her I've told sever techs, and billing, that my bill wasn't getting paid till I got some damn service. So she sends a tech out to check everything that day. We'll the tech arrives and informs me that he can't even do anything while it's disconnected and just left. I was told I had to pay the bill if I wanted service. I argued with them until they slapped me in the face with a $30 discount. And never got that service. Ice tech back out even though they said they send one after I paid to have it reconnected. Absolutely nothing has been done about the issue. Yet everyday week I call them at least once when I drops and I can't get it working. The speeds fluctuate so sporadically the downloads are ridiculous most of the time. I pay for up to 200mb/s and it hardly ever peaks over 120-150. Everytime I call they can't find anything wrong and. Just wanna send a tech out, but won't do what I ask and simply replace all my lines. Even my WiFi won't work most of the time because the speeds are so atrocious. The whole time I've been using my phone to file this complaint, I've been on 4G, wasting my personal data at home because my WiFi isn't strong enough to work. And I know that if I go to reset my router/modem, it will take way to long to re-establish the connection. Please help me, I'm at my witts end with these people and it feels like they don't care and they're bullying me because they know they're the only cable internet in my small town. And I'm not the only one in this town with these issues.
Ticket: # 1338923 - Mediacom Internet Issues
Date: 12/4/2016 4:15:40 PM
City/State/Zip: Dagsboro, Delaware 19939
Company Complaining About: Mediacom

Description
Internet constantly going out
Description
The internet service associated with [b] (6) [b] is very slow. Frequently the service is unavailable. When the service provider is contacted, the issue is often resolved for a short period of time (from minutes to hours) before it again is either very slow or not available. This issue continues to this day.
Ticket: # 1339184 - internet latency, errors and slowdowns
Date: 12/4/2016 11:38:09 PM
City/State/Zip: Dallas, Texas 75220
Company Complaining About: Time Warner

Description
I pay for internet speeds of 200meg down and 20 meg up. I often get as slow as upper teens download but never get above 100meg. My upload speeds are usually in the upper teens. I look at my modem logs and there are T3 and T4 errors. I've called TWC (Spectrum) a half dozen times and had 4 service appts. Splitters have been changed, SNR ratio looks good, but my service is slow, drops off periodically and the modem is full of upstream errors. I've begged spectrum to look at the cable lines on the pole but they refuse. They keep coming to my house to check the lines and they are fine.
Ticket: # 1339192 - Slow Speed, Latency, Dropoffs
Date: 12/4/2016 11:52:05 PM
City/State/Zip: Dallas, Texas 75220
Company Complaining About: Time Warner

Description
i pay for internet speeds of 200meg down and 20 meg up. My download speeds often drop to the upper teens, but never get above 100meg. My upload speeds are usually in the upper teens. I look at my modem error logs and there are T3 and T4 errors. I've called TWC (Spectrum) a half dozen times and had 4 service appts. Splitters have been changed, SNR ratio looks good, but my service is slow, drops off periodically and the modem is full of upstream errors. I've begged spectrum to look at the cable lines on the pole but they refuse. They keep coming to my house to check the lines and they are fine. I have a brand new house and all new wiring but the issue isnt inside my house. Spectrum refuses to deep troubleshooting and analysis of where the problem is coming from. In the middle of surfing the web the page will just stop loading, then after 5 seconds it continues to load. Often times the internet will just drop and about 30-60 seconds later it comes back
Ticket: # 1339233 - Frontier Communications throttling my internet connection
Date: 12/5/2016 2:10:00 AM
City/State/Zip: Murrieta, California 92562
Company Complaining About: Frontier Communications

Description
Since Frontier Communications has taken over Verizon FIOS in my area I have not been receiving the internet speeds I pay for with any kind of regularity. I pay a significant amount for a 150Mbps/150Mbps connection. Nightly during prime usage time (5pm-10pm) this is being throttled down to less than 30Mpbs download while my upload speed remains normal. This was never an issue under Verizon FIOS, and I find this completely unacceptable. I have had Frontier technicians come out to my residence and the issue is resolved before they get there yet reappears after they leave.
Ticket: # 1339507 - Cox deliberately throttling speed and bandwidth

Date: 12/5/2016 11:59:42 AM

City/State/Zip: Gilbert, Arizona 85234

Company Complaining About: Cox

Description
Repeated reporting to Cox about slow and disconnecting services and multiple attempts made to allow for internal resolution. Paying for 300mbs and speed tests show consistent less than 100mbs even after verifying all equipment is rated for 3,000mbs. service replies to tech via text message are unreturned and Cox has never resolved issue.
Description
My provider Hughes Net is providing slow service below any advertised or stated speeds. I'm documenting the speed at .022mbps. This speed is too slow to watch a video. Also, my provider claims I'm using my data allowance for the month in 4 days. We had quit using the internet because it was useless, how were we using it. We want out of the contract or we will pursue legal action.
Ticket: # 1340603 - Internet providers in Manteca, CA
Date: 12/5/2016 10:48:49 PM
City/State/Zip: Manteca, California 95337
Company Complaining About: Comcast

Description
The internet providers in Manteca California is completely ridiculous I don't understand why only two major providers are allowed to be in one area Verizon and Comcast were the only two major providers allowed in the area I had Comcast for many years but their internet would only work when it felt like it it would never at the speed it was supposed to be at and no matter how many times I called and complained to fix the problem they never properly fixed it I just canceled my service with them today only to find out that Verizon had sold this area control to Frontier and frontier is far more ridiculous charging $50 a month for speeds at 7mbps or late which is ridiculously slow when Verizon was offering over 300mbps this is extremely upsetting and I'm very angry with how things aren't this way I can't even get proper fast internet in my home and other provider besides those two isn't much faster either charter being the next fastest behind Comcast at 60mbps while Comcast offers up to 150mbps but is completely inconsistent and I'm also pretty sure that Comcast is beginning to put data caps on their plans which I also find completely ridiculous there should not be any limits on an unlimited resource like the internet I hope you look at my complaint and really take the time to look into this issue thank you.
Ticket: # 1340625 - Time Warner Internet Problems

Date: 12/5/2016 11:06:43 PM
City/State/Zip: Cincinnati, Ohio 45255
Company Complaining About: Time Warner

Description
Internet is constantly disconnecting me for no discernible reason.
Ticket: # 1340710 - Won't fix cable to the house

Date: 12/6/2016 1:01:42 AM

City/State/Zip: Mequon, Wisconsin 53097

Company Complaining About: Time Warner

Description
I noticed poor internet speeds at the beginning of November and contacted Time Warner a few times between then and now, seeing no improvements. About two weeks ago they finally found the root cause to be the cable that's coming into my house. The technician said that it would be repaired within a week. After a week, I contacted them on 29 Nov, asking about the status of the work order. They told me that it would be done by the weekend. They still haven't repaired the cable or contacted me about any delays.
Description
I am a customer of Verizon and I never had any problem with my services until my services contract came to an end. Now I am being told that I have all sort of weakness with the router and other equipment. I have upgraded all of the equipment and the problem is the same. Verizon refused to send out a tech to check out the problems.
Ticket: # 1341014 - Internet Service - AT&T Complaint - Repeated Service Issue
Date: 12/6/2016 12:16:47 PM
City/State/Zip: Fairdale, Kentucky 40118
Company Complaining About: AT&T

Description
Unable to resolve 2 years worth of internet issues with AT&T.
Constant internet dropping and slow or NO browse ability due to internet speeds.
Have been paying for 32 meg on internet speed and consistently running anywhere from 5meg-
12meg.

After repeated service calls, hours and hours on the phone, various technicians at my home on
numerous occasions over the last 2 years, as well as the changing/swapping of equipment 3 times,
AND after paying for high speed internet with AT&T, the last 12-15 years, I have gotten NOWHERE!

I need assistance because after trying to contact AT&T the last two days to register complaint, I have
been hung up on or call dropped on 3 separate occasions. Its impossible to deal with those guys any
longer.
Ticket: # 1341023 - Internet Service - AT&T Complaint - Repeated Service Issue
Date: 12/6/2016 12:18:50 PM
City/State/Zip: Fairdale, Kentucky 40118
Company Complaining About: AT&T

Description
Unable to resolve 2 years worth of internet issues with AT&T. Constant internet dropping and slow or NO browse ability due to internet speeds. Have been paying for 32 meg on internet speed and consistently running anywhere from 5meg-12meg.

After repeated service calls, hours and hours on the phone, various technicians at my home on numerous occasions over the last 2 years, as well as the changing/swapping of equipment 3 times, AND after paying for high speed internet with AT&T, the last 12-15 years, I have gotten NOWHERE!

I need assistance because after trying to contact AT&T the last two days to register complaint, I have been hung up on or call dropped on 3 separate occasions. Its impossible to deal with those guys any longer.
Ticket: # 1341093 - Internet problems
Date: 12/6/2016 12:45:22 PM
City/State/Zip: Manati, Puerto Rico 00674-0989
Company Complaining About: Claro Puerto Rico

Description
Since September 28, 2016 I am having problems with my internet. The system drops daily. More than 15 times a day I lose the signal. When I have signal, most of the time the speed is much lower than offered. I'm tired of calling technical support and hearing the same instructions. When technicians check they accept that the system falls many times but cannot tell the cause. Nor do they allow me to cancel the service with the excuse that I have a contract. A contract for a service that does not work. I'm supposed to receive 16 mb (speed)
Ticket: # 1341114 - Comcast Internet Issues
Date: 12/6/2016 12:51:56 PM
City/State/Zip: Miami, Florida 33147
Company Complaining About: Comcast

Description
I am a new customer with Comcast since October. I am constantly losing the internet connection on several devices. I am unable to connect to certain devices because the connection is weak. This is an ongoing problem that has not been resolved. There have been 5-6 technicians that have come out to my home and I still have the same issues. I call Comcast on a weekly basis.
Ticket: # 1341273 - Internet
Date: 12/6/2016 1:58:29 PM
City/State/Zip: Bronx, New York 10466
Company Complaining About: Cable One

Description
Inconsistent service of TV phone and Internet. My Internet drops off in the middle of the night. And randomly throughout the day. The speed is very slow.
Ticket: # 1341362 - Cox Communications

Date: 12/6/2016 2:27:57 PM
City/State/Zip: New Orleans, Louisiana 70115
Company Complaining About: Cox

Description
I have been purchasing internet service from Cox for over 15 years. The speed has consistently gotten worst while the price has dramatically risen every year. I have been forced to purchase the next tiers of service 2 times with a decrease in the speed that I was receiving. About 50% of the time it takes over 2 minutes to load a simple webpage, 25% of the time there is no connection. This leaves me with normal internet speed only 25% of the time. When I call them to complain about their service, they "reset the modem" and the service works for about 2 days then it goes back to not working correctly (very slow or non at all). I have to call them every week to get suitable service. About a year ago, they suggested I rent a modem from them to increase the speed. I took their advice and the problem has not improved but my bill has increased because of this. I feel they are not providing the service that I pay for.
Ticket: # 1341464 - Re: Frontier communication

Date: 12/6/2016 3:04:59 PM
City/State/Zip: Plano, Texas 75075
Company Complaining About: Frontier Communications

Description
This is a follow-up to your previous request #1074273 "Frontier communication "

I never received a final letter from frontier, I was told on the phone I would receive financial credits on my account for the lack of coverage and never have. I tried calling again today and all of a sudden their call center staff won't allow me to transact on my account. I've paid every bill and feel a refund is owed.
Ticket: # 1341470 - Internet not working every night around 7p-11p

Date: 12/6/2016 3:06:48 PM
City/State/Zip: Brooklyn, New York 11209
Company Complaining About: Charter

Description
Every night my internet becomes very slow. Multiple calls to Time Warner/Charter Spectrum. They have sent two techs to my home. Last tech admitted the problem is not with me but with the network.

The latency in the TWC network increases to 300ms+ ... which causes very slow speeds and disconnects and poor quality from services such as Netflix and Online gaming. This is during prime use hours in the evening 7p-11p.

The only person to admit an issue in the Time Warner/Charter network was the last tech that came to my home. I pay for 200 download 20 upload speeds. I cannot reach these speeds during peak hours. Off hours it works fine. The problem exists every night, as seen in the graphs provided.
Ticket: # 1342469 - Intermittent internet(Upstream/Downstream), no fix in sight
Date: 12/7/2016 7:43:28 AM
City/State/Zip: Huntsville, Alabama 35811
Company Complaining About: Mediacom

Description
I have a thread on the Mediacom forums that I started on 11/03/2016, stating I am having problems with the internet. The reason I've made a thread is because I was tired of talking on the phone. Prior to 11/03/2016, I have already had 3 technicians out. The problem is still not fixed. Since I've made the thread I've had 2 more technicians out. The problem is still not resolved, and they want another technician to come out. First, I was having a problem with upstream, now they say its a problem with my downstream that's messing up my upstream. Everyone knows a problem should not take a course of 2-3 months to fix. Paying for Ultra speeds, it's not worth it, if if isn't consistent. A lot of people in the area won't notice the problem, because all they are doing is browsing the internet. Now someone like myself, who needs a consistent upload/download for hours will notice the problem. Streaming services are Mediacoms worst nightmare. If you go to their forums, EVERYONE is having problems. If you go to search on twitter, and type 'Mediacom' You like see people all day long saying how bad it is. It almost feels like I am being neutered on how I use my service. They can see the problems, I was once told on the phone that their was 170+ errors coming through. Mediacom say's they don't throttle, but it sure does seem like it once a streaming service, such as Twitch is loaded up. Run a speed test, its fine. Start a streaming service, very poor experience.

I need this problem fixed, my family wont continue to pay for Ultra for too much longer if the problem can't be fixed.
Ticket: # 1343484 - MediaCom Internet Service Problems
Date: 12/7/2016 4:48:50 PM
City/State/Zip: Dagsboro, Delaware 19939
Company Complaining About: Mediacom

Description
WiFi goes out almost daily, it is very slow at times, locks up at times. TV Cable also gets stuck, just freezes in place then comes back on and off. Sometimes the screen just goes blank for a few moments then comes back on.
Ticket: # 1343512 - Internet service by Liberty cable Puerto Rico
Date: 12/7/2016 5:02:08 PM
City/State/Zip: Aguadilla, Puerto Rico 00605-3081
Company Complaining About: Liberty Cable Vision (puerto Rico)

Description
Since Liberty cable vision bought, Choice cable in the west side of Puerto Rico, the service had been extremely bad to the point that in 3 consecutive months, the internet service goes on and off at least 7 to 8 times. This is happening in all the west side of the island. They sale a speed and is always short, their technicians never find anything wrong and the problem continues. They have a monopoly since there is no other cable company in the island.
Ticket: # 1343696 - internet satellite service

Date: 12/7/2016 6:36:02 PM
City/State/Zip: Dresden, Ohio 43821
Company Complaining About: Excede Viasat

Description
pay bill on 4th of each month and by 7th of each month we rae on liberty pass been in contact with company now going on 4 months
Ticket: # 1344272 - Internet Speeds
Date: 12/8/2016 10:16:41 AM
City/State/Zip: Wyalusing, Pennsylvania 18853
Company Complaining About: Frontier Communications

Description
The internet service has been very poor and he is paying premium prices ("High Speed Internet Max"). When he does use it the speeds are very slow. When he called customer service he was told that they cannot provide good service (stated a max speed of 1.7 mbps) in his area and only offered a $12/month discount.
His telephone constantly goes out as well. The company is neglecting repairing the lines or upgrading. If they are not going to fix or upgrade they should reduce the pricing accordingly.
***CTR375-phone***
Ticket: # 1344339 - Putting customers in a contract without their knowledge

Date: 12/8/2016 11:06:05 AM
City/State/Zip: Dunn, North Carolina 28334
Company Complaining About: Centurylink

Description
We have been with Centurylink for over three years. One reason we went with them is there was no contract. They had a promotion but no contract. We wanted that due to service not being good with our THEN company. We've had issues of speed, just not working having to reset the modem over and over. The company not releasing the amount we were paying for and still getting less than that. They came changed out lines but still had issues. We found another company that offered way higher speeds at a much lower price. When I called to cancel service they said we were in a contract. We did not sign a contract nor did we want to be in a contract. Nowhere on our bill does it state we are in a contract nor does it give consequences for early termination. I finally spoke to someone and they were able to waive SAID contract, cancel our service and we will be provided with a refund if the difference from our bill we already paid. However for future or current customers this is not a pleasant situation. To be under a contract without their knowledge. We were already paying $64.17 outrageous for only 8M speed. We were being released 6 at one time and actually only receiving 5. The new company we've gone with offers 60M at 44.95 and after two years it goes up to what we pay now for 8M. For a company to not offer good service and want to charge a customer for early termination on services that haven't been the best quality without the customers knowledge is wrong. I was told FCC approves them not stating on their bills to customers they are in a contract. Their recordings are only held for 30 days so there is no other way for them to prove a customer is aware they are in a contract unless it states it on their bills. This is wrong and needs to be changed. It wasn't until I told them I would be filing a complaint with BBB, FCC, utilities commissioner and Attorney Generals office did they offer to refund us without penalty of early termination which we were not aware of a contract. Please look into this kind of billing practices with Centurylink and any other FCC regulated company. This is bad for consumers and not a pleasant experience to deal with.
Ticket: # 1344634 - Internet Connectivity Issues
Date: 12/8/2016 1:36:56 PM
City/State/Zip: Plainfield, Illinois 60586
Company Complaining About: Comcast

Description
I've been having consistent Upload issues with my Residential internet. I moved to Business Class with Comcast because they told me the support was better, I was guaranteed the speeds I was paying for, and my line would be separate from residential.

All of this is false because I am receiving the exact same issues as I was on my Residential lines. I've had 6 technicians out to my home, all identifying the problem was outside of my home. I've spoken to three executive reps at corporate two of which never contacted me back.

These issues have been persisting for three months now and I lose money and growth every day I go with poor upload.
**Description**

My Internet signal continues to be down graded every 6 months or so I have a reoccurring issue. I have change Modems, purchasing a more costly Comcast branded modem. A technician was schedule and visited my home on a Tuesday. My partner spoke with a supervisor while technician was onsite and was told a ticket for a maintenance tech would be dispatched. A ticket was never created. I spoke with a supervisor in Tennessee who assured me that the ticket would be escalated. Called Wednesday only to be told that no ticket or tech was dispatched. This is the same thing that happened in April 2016. I again spoke with a supervisor and was told the same thing. I have ran several speed test and was to see that there is a great fluctuation in speed. I have spoke with several supervisors only to be told that an appointment was made and nothing has changed with my service. I also advised that the Tech who serviced my house Tuesday left discarded wires connected, never remounted the amplifier and left his trash in the floor. Nothing was done to rectify the situation or even offered.
Ticket: # 1345301 - email problems
Date: 12/8/2016 6:12:37 PM
City/State/Zip: Dayton, Ohio 45458
Company Complaining About: Time Warner

Description
For over a week we have experienced problems with our email. There are very long lag times retrieving and sending. Most of the time you can not receive emails on your computer. You can send them but cannot receive them.
Ticket: # 1345614 - Horrible & Non-Existent Internet service for a week
Date: 12/8/2016 10:01:12 PM
City/State/Zip: Glendale, Arizona 85303
Company Complaining About: Cox

Description
We lost ALL Internet service for 3 days during Thanksgiving. We called, they said they knew there was a bit of a problem and it would be fixed in a few hours. A week later we are STILL have intermittent issues. This is especially problematic at the end of the day, we assume because everyone is home from work also trying to get access.

While we understand there can be issues and we have been very happy with Cox for the many years we've used them, they are not acknowledging this issue at all, telling us it's only email that is the problem (not true) and taking hours of OUR time to reset modems, etc (which we know how to do). No notice from Cox on their website, the techs & customer service will not be honest.
Ticket: # 1345728 - Slow CenturyLink DSL Internet Speed.
Date: 12/9/2016 1:01:12 AM
City/State/Zip: Arcadia, Florida 34266
Company Complaining About: CenturyLink

Description
I currently have a contract with CenturyLink, I'm paying for 25mbps download/2mb upload. I'm not getting the speed I am paying for, I'm getting at least 10mbps download. I've done multiple tests wireless/ethernet, same speed. Is there something that can be done about this? It's not fair at all paying for the speed I'm not getting.
Ticket: # 1345814 - Illegal Bandwidth Throttling

Date: 12/9/2016 8:58:35 AM
City/State/Zip: Hot Springs Village, Arkansas 71909
Company Complaining About: AT&T

Description
I am a long-time ATT wireless customer for local cell phone and Internet service. Their past performance has been good, but it seems that ATT has recently been throttling their data stream, or ignoring problems with their tower or their backbone providers. ATT’s local wireless service has been very erratic since July of this year, causing frequent problems with web pages loading and email downloading.

I live in Hot Springs Village, Arkansas, which is a remote community with a relatively small population. There are less than 14,000 people living in the Village, spread over a 40 square-mile area. The local 4G LTE cell tower (about ½ mile distant off (b) (6) ) provides the wireless connection for my cell phone and desktop computer services. Historic data speeds (download) have generally been good at 10-20 Mbps, and service has been consistent. Through that earlier period, download speeds would occasionally degrade so that web pages wouldn’t load. That problem would occur a couple of times per year. When ATT was informed of download problems, they quickly fixed reported cell tower issues and their good service resumed.

Since July of 2016 (for the past 5 months), ATT’s Internet service has degraded and become very erratic. Download speeds to my desktop computer may start the day at more than 20 Mbps, then suddenly dip to 5 Mbps. A few minutes later, they may bounce to 12 Mbps, then plummet to less than 1 Mbps. That causes web pages to stop loading, and email to stop downloading. On some days, Internet usage is somewhat restricted due to occasionally poor-loading pages. On other days, the Internet is basically unusable for several hours at a time. Although ATT has been contacted many times, they have not resolved the problems. Their Network personnel report no evidence of data transfer rate issues through their cell tower, and suggest that the problem is caused by too much data demand. That seems unlikely, given the locally low population density.

Similar Internet service problems are occurring with all of my neighbors who use that ATT tower for wireless access. Those neighbors have a variety of desktop or laptop computers, and cell phones, all connected through various USB modems and hotspot devices. At least two of those neighbors have submitted complaints to ATT regarding their deteriorating wireless performance in recent months.

Please ask ATT to resolve these issues. They have smart people, and obviously can track tower, backbone, or software throttling problems. Since they refuse to fix the problem, I believe that these performance issues are planned, illegal throttling of bandwidth. Details follow:

July 2016 – I called ATT wireless support to report poor Internet data transfer rates that were not allowing web pages to load. They said the tower was okay, and sent an update to the SIM card for my USB modem. That did not resolve the issue.

August 22, 2016 – I contacted ATT again to report chronic, slow Internet problems. They performed a SIM card update again, and reregistered the signal. Since that did not fix the problem, ATT support
said that the Beam modem might not be holding its settings. They sent me a new Beam modem to see if that would fix the problem.

August 28, 2016 – The new Beam modem arrived, but Internet problems persisted, so ATT resubmitted a request to the network team review cell tower performance. I also went to the ATT store in Hot Springs and purchased a Velocity hotspot per ATT’s recommendation.

September 22, 2016 – As of this date, the Internet connection was still fluctuating between very good, and non-existent. I called ATT support and they reset the signal to the device. Data transfer rates were still slow. ATT said that the SIM card or Velocity hardware was possibly malfunctioning, and they sent me a new SIM card.

September 24, 2016: I got the new SIM card but the connection was still erratic. That same day, a neighbor called to report similar issues with computer Internet speeds, and complained about worsening cell phone connections. That neighbor contacted ATT technical support, who turned in a case to the network team. I called ATT later that day and they submitted a second complaint to their network team.

September 26, 2016: ATT called back and said that their network didn’t show any issues. However, my neighbor and I still had wild fluctuations in Internet service. So, I called back ATT’s tier 3 support for wireless service. They reactivated the ticket to check the cell tower, and said they would call back with findings.

September 30, 2016: ATT network support said that I needed to check my hotspot with another device, to eliminate my computer as the source of the problem. I expected that was a waste of time, because the problem had persisted with two of my desktop computers (with two different operating systems), and a neighbor’s desktop computer with a third operating system. But I asked a person with a smart phone at the local library to connect through my hotspot, and his download speed (with the ATT speed check app) was just 2.6 Mbps. So, ATT sent me another Velocity hotspot. That did not improve the data transfer problems.

October 10, 2016: I called ATT to confirm that the new Velocity device did not resolve slow Internet speeds. I also told them that two more neighbors had reported similar Internet service issues. ATT put me on a stand-alone 5GB data plan, to see if there were any software provisioning issues that were affecting our area devices. The ten speed tests subsequently run on the ATT site at http://speedtest.att.com/speedtest/ on that date averaged 4.0 Mbps download, with drops to as little as 0.68 Mbps. No improvement was noted, so ATT resubmitted the ticket. The ATT support representative commented that it “sounded like normal congestion”, but he grudgingly resubmitted a ticket to the network team, and said that I would receive notification when the issue was decided. ATT never did respond to that ticket.

December 9, 2016: As of this date, slow and/or erratic data transfer rates persist for all wireless ATT customers in this area. For example, on 12/6, download speeds ranged from 24.87 Mbps (very good) to 12.52 Mbps (acceptable) throughout the day. But during evening hours on 12/8, the Internet was unusable and mail would not download because speeds (checked at speedtest.att.com/speedtest) were a pathetic 0.18 Mbps. At 5:30 this morning (12/9), speeds were still only 4 Mbps, which shows that tower congestion is not the issue.
Ticket: # 1346656 - Poor Quality AT T Broadband Access at his place which impacts on his ability to use VRS facility

Date: 12/9/2016 3:45:50 PM
City/State/Zip: Hartford, Tennessee 37753
Company Complaining About: Sorenson

Description

(CTR 384) The Consumer states that he continues to have bad Broadband Access at his place which results in diminishing the quality of his VRS facility severely. The speed is 3-6 mbps and as a result, he continues to be very isolated in his residence and his communication access continues to be denied. Attached is the ticket numbered 106369 for the details and also the ticket is still unresolved at this point. In addition to this ticket, the reason the consumer is not able to answer the calls are due to the bad Broadband Access at his residence which impacts on his ability to place and answer VRS calls.

The consumer is unhappy as a result of being very isolated at his residence with his communication access being denied. The consumer wishes for AT T to reexamine the situation and come to resolution on that.
Ticket: # 1346790 - Refusal to provide reliable service

Date: 12/9/2016 4:38:11 PM
City/State/Zip: Rockford, Illinois 61109
Company Complaining About: Windstream Communications

Description
I live at [redacted]. The apartment complex here offers very little options for internet availability. I signed up for the fastest internet service available, which is run through the apartment complex. For over 5 months now, they have not been working to improve my internet, which has had issues ranging from: dying completely for an hour EVERY DAY, losing signal strength for entire afternoons, or in this special case, being completely dead for over 24 hours. It is not my hardware, ive had that confirmed with their call center numerous times. Ive called 30+ times with responses ranging from: its a bigger issue and im informing my superiors, nothing is wrong it must just be your apartment, it is an area wide issue (they like that one), etc.

Nothing has been fixed or changed since ive lived here.

The area manager has been informed, as well as the internet service provider, CCI communications. (At least, thats what they tell us it is. I cant locate their corporate building on google and when i run speedtests, it says our provider is windstream communications, which isnt in business anymore. Im under suspicion that they may be privately run, shit tier servers and that we are being taken advantage of)
Ticket: # 1346821 - internet speed and no help from at&t to solve the problem
Date: 12/9/2016 4:46:49 PM
City/State/Zip: South Fulton, Tennessee 38257
Company Complaining About: AT&T

Description
speed is so slow and have change laptops 3 times and had a tech from at&t here ..need help getting what I am paying for..live less than 1000ft from phone deslam..
Ticket: # 1346885 - poor service
Date: 12/9/2016 5:16:26 PM
City/State/Zip: Eustis, Florida 32726
Company Complaining About: Comcast

Description
I been lied to ,hung up on and over charges.
Ticket: # 1346887 - Frontier DSL Internet Service
Date: 12/9/2016 5:18:06 PM
City/State/Zip: Wyalusing, Pennsylvania 18853
Company Complaining About: Frontier Communications

Description
DSL service is constantly slow and goes off-line. When it is online, it is extremely slow and virtually unusable. This has been an ongoing issue for SEVERAL YEARS. We have contacted Frontier many times with no resolution. We just get told there is nothing they can do and often times tell us that we need to contact Apple support since we use a MAC desktop.
Ticket: # 1346945 - Broadband Access quality is extremely bad and this continues to impact on his ability to place VRS calls.
Date: 12/9/2016 5:44:44 PM
City/State/Zip: Chicago, Illinois 60618
Company Complaining About: Sorenson

Description
(CTR 384) The Consumer states that he is still not happy with his broadband access quality and then from this point, it is difficult to understand what the consumer is trying to say because the video quality is extremely bad despite that he access to top tier quality options and this should reflect on his VRS quality. The Consumer is very frustrated for not able to use his VRS facility as a result of his Broadband Access and this continues to anger him because he pays a lot for his Broadband Access.

The consumer wishes for Comcast to reexamine the situation and come to resolution on that. The consumer also wishes to have the site survey done.

See the attached ticket for further information.
Ticket: # 1347326 - Frontier is limiting my internet speed.

Date: 12/10/2016 12:20:36 AM

City/State/Zip: Scottville, Michigan 49454

Company Complaining About: Frontier Communications

Description

My internet keeps going out for a brief moment. And then it's really slow at other moments.
Ticket: # 1347340 - Were getting treated wrongly out here!
Date: 12/10/2016 1:03:44 AM
City/State/Zip: Broadway, North Carolina 27505
Company Complaining About: Windstream Communications

Description
Hello I am filing this complaint against Wind Stream Communications in hopes that maybe something can be done about their flagrant disregard for there rural customers. My issues are with an ongoing area problem that has existed for years. Below I had to put inconsistent speed but it goes farther than that. This company has lied in the past about when work/upgrades will be done. Have said problems were resolved when no work was done just to have to call again to get another tech to actually get the problem fixed. All these issues stem because I'm at the end of the run. Well that shouldn't matter I pay my bill just like everyone else. I have sent two pictures below of my speeds there should be more and if needed I have pictures going back to 2013. I read Windstreams broadband disclaimer about when yall checked the system in 2014 but what I read is not whats going on out here and wasn't like that in 2014 here. I guarantee out here was not checked for performance. Fact is Windstream has no competition out here so therefore no need to upgrade there system. Honestly to hear them talk sometime out here is a joke and a hindrance. Like here's another instance I filled a ticket the other night on 12-7-16 and the guy on the phone at Windstream said since I was on an old copper part of the system he could only forward me over to some Dept that would give me a 10 dollar credit. But once I said my phone static ed a little bit they were fast to put in a ticket, I checked the ticket earlier and was advised it would be completed by 12-12-16. The fact is what will fix the phone wont fix my internet, it never does. And the sad thing is my daughter is taking an online after school Spanish course for HS credit and the internet half the time drops or lags to the point she looses connection to the classroom or the audio clips are so slow loading she cant make out what is said half the time. My daughter should not miss out on extending her education cause Windstream wants to money grub and not update their system. The fact is I've had enough of setting back waiting paying my bills on time letting them keep rolling over us out here and letting us lose and them win and having my kids lose out. You have the power to make them change so please do it. And if your wondering yes I have tried to resolve this I tried back with their old manager Mike Mccathern and with his replacement Gene Decarlo. Which now he wont even answer/return my calls. Well to whom ever reads this thank you for your time and have a good day.
Ticket: # 1347396 - internet issues
Date: 12/10/2016 7:03:13 AM
City/State/Zip: Muncy, Pennsylvania 17756
Company Complaining About: Windstream Communications

Description
I have Windstream DSL in area code 17756 area. I have complained to them for the last 4 years about my internet. I get billed for 3mbs speeds but rarely reach that speed. It constantly drops and restarts. I had them tell me it was packet loss on their end one time and they would contact me but never did and nothing has changed. This is my only option for internet and no other providers are available. They know I cant switch so they do not feel obligated to fix their equipment.
Ticket: # 1347606 - Cheating by Comcast

Date: 12/10/2016 2:25:08 PM  
City/State/Zip: Ashburn, Virginia 20147  
Company Complaining About: Comcast

Description
Currently I am paying Comcast for 120 MBPS. However, for past 24 months I have been getting Internet Speed that is far less than what I have been paying for. I have attached the test results of my test this PM and I was receiving less than 27 MBPS download and less than 5 MBPS upload. Yesterday’s test I was receiving less than 10 MPS download and I called Comcast and their agent agreed that the service speed has been bad. I have complain to FCC and Comcast in the past as well but their performance has never improved. I am fed up with Comcast and will switch carrier. However, I believe FCC and other regulating agencies must take action against Comcast for their false advertisement and cheating customers. I think they do not have robust technology to back up advertisement claims and they are cheating gullible cutomers. I will be filing complaint with the attorney general of VA and other regulating agencies as well.
Ticket: # 1347977 - Low speeds
Date: 12/11/2016 12:05:49 AM
City/State/Zip: Kasigluk, Alaska 99609
Company Complaining About: Gci

Description
I have had low speeds for well over month, called GCI about it multiple times. Their equipment might need to be upgraded
Description
Myself and many of my neighbors have been experiencing slow internet speeds throughout the day many days each week. My computer consultant has been in touch with Mediacom multiple times on this topic.
Ticket: # 1348285 - Internet Problem
Date: 12/11/2016 4:21:43 PM
City/State/Zip: Houston, Texas 77014
Company Complaining About: Comcast

Description
I have service with Comcast, cable and internet I have had problems with internet beamng super slow. I've have several trouble calls tech comes out and says he's going to turn in line referral and doesn't completes call found ok or cancel call. I'm am so sick of this Comcast hires so many lazy techs and how they keep there job beats me !!!!!!! I will give this last call I set up if nothing gets done I will hire a lawyer to sue Comcast.
Ticket: # 1348443 - Comcast internet issues
Date: 12/11/2016 8:03:03 PM
City/State/Zip: Indianapolis, Indiana 46268
Company Complaining About: Comcast

Description
Have been having multiple issues with Comcast internet for the whole 2016 year. First our net would randomly drop multiple times throughout the day. They sent multiple techs out and given us new boxes that would temporarily solve our issues just to have them come back. They finally came and gave us new cable lines and that seemed to solve the issues, but now we're having major drops in our speeds.
Ticket: # 1348578 - Internet Intermittent and Abysmal Service
Date: 12/11/2016 11:01:26 PM
City/State/Zip: Newark, Ohio 43055
Company Complaining About: Windstream Communications

Description
Windstream is supposed to be providing 6 Mbps of internet at $70/month. However, their service is intermittent. Tonight, we experienced 100% packet loss, with an unattainable IP address. When calling their technical service center, they are unable to help because no one on their staff at the service is capable of correcting the issue. They must escalate to an engineer who cannot solve the problem immediately. I will now be without internet for a period of several days because their technical staff was unable to solve a connection issue. In combination with that, I typically have to call their technical service center several times a month in order to fix similar issues. In addition the cost of their "service" is astronomical in comparison to other providers on a per mb basis. However, Windstream has monopolized the area and there are no other providers available. Their internet service is terrible and their customer service is extremely poor.
Ticket: # 1348609 - Throttling Internet Speeds

Date: 12/12/2016 12:08:32 AM
City/State/Zip: Downingtown, Pennsylvania 19335
Company Complaining About: Verizon Wireless

Description
Stop throttling the internet connection and give the speed I pay for.
Ticket: # 1348664 - Frontier Slow DSL Speeds
Date: 12/12/2016 7:31:32 AM
City/State/Zip: Comanche, Texas 76442
Company Complaining About: Frontier Communications

Description
My internet is absolutely unbearable to use during the day. I'm lucky to pull 0.5 Mbps during the day. The best times for me to use my service is between 2:00 am and 6:00 am. It is very difficult to stream movies or videos with the service I'm receiving. I've had three techs from frontier come and look at my problem but nothing has been fixed. Every time I call frontier to tell them I have a problem they say I have "congestion" in my area. I've been dealing with this issue since the middle of September. Very frustrating I pay $70/month for this service.
About 5 months ago we started having problems with Century Links Internet. They came out to the house Twice and the service rep told me I should go to satellite internet. I was told there was a service box that needed upgrading and they have not gotten around to it.

I have repeatedly contacted Century Link and they will not give me a firm answer. I started talking to other people within our area and they said it was about the same time that they started having problems.

I started keeping a log of the internet issues over the last month.

How can they keep charging us the same rate but not provide the same service we have had in the past.
Ticket: # 1348840 - Internet service
Date: 12/12/2016 11:27:50 AM
City/State/Zip: Eustis, Florida 32736
Company Complaining About: Centurylink

Description
For 10 years now we have been complaining of the speed and consistency of our service. They have been charging us for 3mbps and we average .768. Some people in our community that are closer to the box get well over 3mbps. They have no intention of upgrading anytime soon.
Ticket: # 1349212 - DSL Speed

Date: 12/12/2016 2:15:05 PM

City/State/Zip: Conifer, Colorado 80433

Company Complaining About: Centurylink

Description
We have been asking Centurylink to increase the speed of our available internet speed. They only offer 1.5 Mbps service to us. They say it is because we are so far from the telephone switch box. But, they refuse to place a box closer to our house. This has been going on for years.

I understand that there is a federal program to provide internet service to rural areas and we are in the Front Range mountains west of Denver CO. We are about 25 to 30 miles from the nearest suburb. Would we qualify for that program?
Ticket: # 1349215 - intermittent service issues, billing issues
Date: 12/12/2016 2:16:54 PM
City/State/Zip: Brussels, Wisconsin 54204
Company Complaining About: Centurylink

Description
billing issues for the last 3 months, have to call every time and they have taken down my service in order to apply a special rate and then i have to call every month to apply it. supposed to have 3mb speed and that is also intermittent. was on phone for 3 hrs to fix modem issue that is so old they don't support it any longer but will take 3-5 business days to send me a new one, where i live they are my only option so they can gouge me for terrible service
Ticket: # 1349380 - Connection issues, Data Cap
Date: 12/12/2016 3:19:19 PM
City/State/Zip: Morgan, Utah 84050
Company Complaining About: Rise Broadband

Description
Connection speed being payed for is supposed to be ~15 Megabits. Household routinely gets under 10. Recently connection has been wildly unstable, with intermittent signal dropping and speeds ranging from 5-8 megabits to suddenly dropping down to as low as ~ 0.4 megabits. Have to reset the modem at least once a day, some days it takes multiple resets; and connection may still be weaker or slower than it should be.

Limits data with a 250 GB data cap - which is laughable for a modern household especially if said household has more than one person. Charges additional per x amount of GB over the cap.

Unfortunately my family is temporarily stuck with the company, the only other service provider we have access to is currently unable to do installations in our area.
Ticket: # 1349765 - Poor Internet Service And Speeds
Date: 12/12/2016 5:52:56 PM
City/State/Zip: Montgomery, Illinois 60538
Company Complaining About: Comcast

Description
Pay for 75 Mbps and rarely receive it. Usually receive approximately 10 Mbps and my speed only increases after I complain. Customer service is a joke and I get no help. I've been lied to about promotions and have gotten no help.
Ticket: # 1350130 - Ongoing Issues
Date: 12/12/2016 10:17:45 PM
City/State/Zip: Munford, Tennessee 38058
Company Complaining About: Ritter Communications

Description
Ritter Communications has yet to fix their problems with their service. Speeds still fall regularly, connections drop, and certain websites have been blocked through them. I have contacted them several times, only to get the same run around message they have always given me. They are not helpful, and they should not be allowed to function as a business in the country
Description
I have had an almost non-existent internet connection since the week of Thanksgiving. I tried contacting every single level of support they had, and had several techs come out with nothing being changed.
Ticket: # 1350218 - Service issues
Date: 12/12/2016 11:33:38 PM
City/State/Zip: Denton, Texas 76209
Company Complaining About: Frontier Communications

Description
For three weeks Frontier has been unable to fix our internet. We have a fluctuating speed and after several attempts at phone calls and sending techs out we still have no service. I am paying for internet that doesn't work.
Description
I have had severe service interruptions for more than a week, and I don't believe Comcast Business has done an adequate job in attempting to resolve the situation.

I have made repeated calls to try and get our service repaired. We have had frequent documented outages as well as service interruptions that I have tried to call for. Unfortunately, Comcast will not address more than one internet issue at a time, and the problems I am observing are related to multiple factors.

I do not believe that my business should be waiting more than a week to have service resolved. We have suffered financially from the outages, and technicians who are out here have refused to work because they believe the issue is above their level (while the upper level technicians think it's our modem). It shouldn't be that difficult for Comcast to correct these issues.

I was informed by representative Sandy, ID number 3673262, that Comcast has had several issues and is currently backlogged with repair requests. This has caused a delay in getting our issue resolved, which it has not yet been corrected. She was unable to work to get our internet fixed before my business suffered further financial loss from inadequate connectivity, and informed me that she could not escalate my claim because "they are overloaded" and this isn't even her department. She did not seem overly concerned at the availability (or lack thereof) for a tech to fix the issue, especially when it impacts our phones, internet, video conferencing, and more. At the end of our conversation she transferred me to retention department as she felt they could do more to help me than she could (despite requesting a supervisor and being denied).

Comcast Business has a responsibility to provide my business with functioning internet as they are the only broadband provider in our location. My company loses more and more revenue every time we have to cancel a deposition or video conference due to Comcast not functioning properly, and the least they could do is take me seriously as a customer and resolve the issue rather than failing to fix it and deflecting blame on other departments.
Ticket: # 1352117 - Comcast
Date: 12/13/2016 10:52:12 PM
City/State/Zip: Auburn Hills, Michigan 48326
Company Complaining About: Comcast

Description
I am charged over $100 per month for Comcast cable and internet and do not receive reliable service. When I call Comcast directly they send a field agent to my residence only to say my service appears to be functioning correctly. I am then charged a fee for having said technician visit and my service is still not reliable and drops frequently.
Ticket: # 1352209 - Comcast Xfinity service under performing
Date: 12/14/2016 2:09:01 AM
City/State/Zip: Denver, Colorado 80218
Company Complaining About: Comcast

Description
I pay for 25 megabit internet from Comcast, I currently get less than a megabit. This is unacceptable for the price I pay. Please see attached pictures of speed test and response time from their first router during a traceroute to google.
Ticket: # 1352280 - Ongoing Internet problems
Date: 12/14/2016 7:33:21 AM
City/State/Zip: Grand Rapids, Michigan 49503
Company Complaining About: Comcast

Description
Hi I have been dealing with issues with Comcast and speed and complete Internet loss now for about 2 years across 2 different houses. I have had multiple technicians out and the issue still persists. I am currently paying $165 for low speeds and rude customer assurance staff that have not returned my call since last week. I currently am struggling with a personality disorder and a seizure disorder and the Internet helps me get more information about these. These issues have made me a totally different person I can't trust anyone's word because I've been told so many different things about it being fixed and sure enough I'm back to square one pretty much everyday.
Ticket: # 1352352 - verizon wireless overages
Date: 12/14/2016 9:31:10 AM
City/State/Zip: Batseville, Indiana 47006
Company Complaining About: Verizon Wireless

Description
I have noticed for several months now that our data on all of our phones and also the only internet we have is through verizon wireless. I have called a couple of times on this. I got hung up on the first time and the second time the lady said that my phone needed to be reset. It made my phone go faster for a day but is back to where it is. I had asked it there were issues with the towers in our area, since I am not the only one that I have heard having issues. It is funny how they are advertising faster service in the cities. With us being in a rural locality we are limited on what we get to use. No landlines want to add new lines for us to have dal even though we are not far from where it ends. I wish we had some competition in our area maybe our issues and there are many, would be resolved. Another mad verizon wireless customer. Why would they change anything they have a monopoly.
My father has a 20mbps download plan with Frontier Communication's DSL services. Between the hours of 7 PM and 11 PM, we routinely get between 1-3mbps, effectively limiting our internet during the times of the day it would be used most (after work). I was told the company was working on a solution for peak hour congestion in my area; however, they had no ETA to give me. This is not the first time I've been burnt by the company. Giving them a second chance was a mistake, for sure. They have oversold their services and now everyone suffers. I would be reasonable with them too. If the speed dropped to even 10mbps I would understand, but the average speed is around 1.5mbps at these hours. This is unacceptable and a complete ripoff. We are limited to web browsing (sometimes even that is slow!) when we are paying for a package that should allow us to stream HD video.
Ticket: # 1352986 - Unreliable service, pointless phone calls

Date: 12/14/2016 2:45:40 PM
City/State/Zip: Idalou, Texas 79329
Company Complaining About: Rise Broadband, Formerly Rhino Communications

Description
We are with Rise Broadband because Rhino purchased ERF, the provider we were with. We have had horrible, unreliable service almost ever since changing to LTE and 15 mbs. We switched from an older style radio because we were having problems. Customer service told me what we had was outdated and that changing to an LTE radio is a better, more dependable option along with faster. A technician was sent out to our location in October and told me the problem was with the tower and that cables were swapped on the tower. According to him, our receiver was picking up the east facing radio but should be getting the west facing one instead. This was the 2nd technician that had been sent out. I do not know what, if anything was done with the tower. Tech support is telling me the ticket has been open since November 4th but no updates have been made in a couple of weeks. I spoke to a technician on Monday and was told he would ask for an update and call me back. He did not. It is now Wednesday and I called in again. I asked the tech support person, Zack, to escalate the problem and put me in touch with a higher up person who could address this on going problem. That did not happen. I finally hung up on him because he kept referring me to their policy on something called broadband.com. I went to that website and it appears to be a sales site only. According to Zack even though we pay for 15 mbs (which we have never gotten) 10 mbs is acceptable. Other Tech support people have said 12 is ok. You don't get the same answer twice and no one has ever called back. I feel that over 6 weeks is certainly enough time to address tower issues or at least provide an update to a customer. A partial log from www.speedtest.net is attached. Of course it only represents when I was actually able to connect.

Thank you for your time,
Ticket: # 1353015 - internet  
Date: 12/14/2016 2:53:35 PM  
City/State/Zip: Lakebay, Washington 98349  
Company Complaining About: Centurylink  

Description  
internet runs very slow. I am getting 40 seconds of facebook . Then 40 to 50 seconds of disconnect. The tech services keeps telling all of us that it is a windows 10 problem. I have windows 8. then tech tells us that it is our modum I have bought 2 new ones. A new tower went in a week ago. Could this "pulsing" of signal be from that? I have complained to Century Link for over 10 years with no improvement. May be we need a Comcast type of fix. Tired of paying for great service and getting sub par service at expensive prices and tech support that could care less.
Ticket: #1353170 - intermitent service
Date: 12/14/2016 3:58:03 PM
City/State/Zip: Bigfork, Montana 59911
Company Complaining About: Centurylink

Description
I have had internet with Centurylink for approximately 18 years. Two years ago I added Netflix. During the past two months Netflix has been unavailable due to "Band With Exhaust". Email has been unavailable or intermediate for the past several years and is becoming less available each month. I was informed on several occasions by Centurylink that this poor service is the result of Centurylink over selling service to new customers which has resulted in "Band With Exhaust". I was further informed that Centurylink would not correct the issue as it would be too expensive. I live in an area that depends on Centurylink for service.
Ticket: # 1353434 - completely unreliable internet service.
Date: 12/14/2016 6:02:11 PM
City/State/Zip: Miami, Florida 33169
Company Complaining About: AT&T

Description
I have had so many times when my internet was either extremely slow or did not work at all that I don't feel that there is any justification for charging me for this service. The last time I called in, the manager Tony, said he fix it and call back, but I've heard nothing since. I want to maintain my DSL service and not be forced to go to Uverse.
Ticket: # 1353481 - Internet Throttling
Date: 12/14/2016 6:30:39 PM
City/State/Zip: Woodstock, Georgia 30189
Company Complaining About: Comcast

Description
Comcast of course denies this at all, but I know they've gotten in trouble and did it before. They're currently throttling my internet on any game I'm playing online. My connection goes to 1-3 MB/S whenever I'm using a game requiring an online connection but "magically" whenever I stop the connection goes back to it's normal 30-50. It's extremely aggravating and illegal.
Ticket: # 1353565 - Vyve Broadband's poor service
Date: 12/14/2016 7:16:33 PM
City/State/Zip: Waycross, Georgia 31502
Company Complaining About: Vyve Broadband

Description
I pay extra to have "up to" 105MB broadband service. It is common to get 25-35MB down. Typically I get around 70-80. It has bad bouts of fluctuation in bandwidth and ping. I've contacted them on numerous occasions and have been given the runaround. They think it is my equipment. They claim they can come look at it but if they don't find a problem on their end it will be a $29.99 fee. No matter who you contact or how they grow that fee at you to deter you from scheduling a tech. And they try to make you feel dumb by claiming that it is stable
In my area and nobody else is having trouble. I have many friends that have the same provider that all have the same issues. They advertise fast internet and do not deliver. I've paid high prices to get better service and have not received what I have paid for.
Ticket: # 1353788 - Xcelerate Networks
Date: 12/14/2016 10:00:27 PM
City/State/Zip: Birmingham, Alabama 35205
Company Complaining About: Xcelerate Networks

Description
Under contract, I have to use Xcelerate Networks for internet service through my apartment company. They have an agreement with Xcelerate, and the monthly payment is built into my rent. I have called Xcelerate numerous times over the past 18 months I have lived here—the internet goes out altogether at least once a month for several days, and when it is not down, it is unreasonably slow. The last time a technician visited my home, he spent some time looking into the issue, said it was bigger than him, and left, assuring me he would speak to his supervisors. I never heard back. Across the board, this company does not provide tenable service. It is unreliable and of extremely poor quality, and no one seems to care for customer satisfaction, given that we cannot threaten to take our business elsewhere (see above, contract agreements with leasing companies). I will be speaking to my landlord about my complaints, but I wanted to voice my dissatisfaction with this company and my belief that they are not providing the services we are paying them for.
Ticket: # 1354361 - internet
Date: 12/15/2016 12:17:41 PM
City/State/Zip: Gallipolis, Ohio 45631-8713
Company Complaining About: AT&T

Description
Turned on AT&T hot spot the gigs said it used 3.18 gigs. My husband got on his e-mail to fill out forms that had to be filled out electronically and forwarded back to the person that sent the e-mail. It was like 6 pages that had to be filled out. When I turned off the out spot it said it used 5 gigs, that is impossible to use 2 plus gigs filling out 6 forms. I'm tired of At&t wasting my gigs just trying to get you to purchase more gigs. I wish I deal with another internet provider. I don't want to be a customer of AT&T, they are a huge rip off on what they pull.
Ticket: # 1354599 - Internet speed irregular and about half speed signed up for  
**Date:** 12/15/2016 1:47:15 PM  
**City/State/Zip:** Labelle, Florida 33935  
**Company Complaining About:** Centurylink

**Description**

My CenturyLink broadband is supposed to be 1.5M download, and 256K upload, however it averages less for the last five months and very irregular speeds according to SamKnows Broadband Reporting for my account showing a November average of 1.35Mbps with 0.41Mbps Min at 15:00, 11/28/2016 and 1.53Mbps Max at 18:00, 11/03/2016 as an example for November 2016. And upload speed of 200 kbps (.20 Mbps) average with 0.11Mbps Min at 13:00, 11/25/2016 and 0.26Mbps Max at 07:00, 11/13/2016. The upload speeds are below an acceptable speed and both upload and download are unacceptably variable throughout the month.

Furthermore the latency as reported last month by SamKnows on my service as 43.80ms Average and 32.37ms Min at 10:00, 11/29/2016 and 152.36ms Max at 21:00, 11/20/2016.

The packet loss was 0.11% Average with 0.00% Min at 00:00, 11/01/2016 and 21.91% Max at 01:00, 11/18/2016, with the high packet loss affecting time sensitive uses such as my VOIP service.

I have called CenturyLink and a service person responded twice but the issues do not resolve and the speeds remain highly variable and upload problematic especially for using VOIP.

I have the SamKnows reports available but this form did not accept them to upload.
Ticket: # 1354751 - FRONTIER COMMUNICATIONS
Date: 12/15/2016 2:43:25 PM
City/State/Zip: Crossville, Tennessee 38571
Company Complaining About: Frontier Communications

Description
This company is absolutely terrible. I live in a fairly populated county that has other internet providers in certain parts but not in the part where I live. The only choice we are allowed to have is Frontier Communications. Frontier has kept us with the same internet speed for ELEVEN YEARS with no option whatsoever to upgrade. While the rest of the world increases its speed and competition, we are stuck with one terrible provider in Frontier with no hopes of ever even getting an increase in speed. I currently pay for 6 megs but only top out at 4.5. The speed fluctuates dramatically all the time, making streaming almost impossible. The customer service is absolutely terrible as well. Please help us to at least be allowed to choose other provider, as there are thousands of us that desperately want to get away from Frontier but can not.
Ticket: # 1354977 - Windstream
Date: 12/15/2016 4:17:40 PM
City/State/Zip: Lexington, Kentucky 40511
Company Complaining About: Windstream Communications

Description
I have inadequate internet service that i am 8 to 10 miles from Frankfort KY and 8 miles Georgetown and they should provide better internet service. They need updated equipment and the price is ridiculous and i feel i don't have a choice.
Ticket: # 1355324 - New Internet service not working
Date: 12/15/2016 7:20:01 PM
City/State/Zip: Rossville, Tennessee 38066
Company Complaining About: Comcast

Description
Good evening,
Last month my family decided to have Comcast installed as we had been waiting 16 months for service and they had finally put a" tap box" on my street. The nearest tap box was approx 50 feet away from our home and they said we had to wait, since we lived in a newer neighborhood that is still being developed. The tap was installed last month however, we have not been able to get a strong and continous signal (less than 50% of purchased speed) as the tap is malfunctioning since being installed. After having 6 technicians come to my house, each one has stated that a maintance repair person will make the repair at the tap. We have made our sales person, named Gabrielle aware of issues for last 3 weeks+ and she keeps promising to get maintance supervisor involved, again to no avail. She does not pick up the phone for me and her voice mail has been full. When talking to my husband, she did tell him repeatedly she was working on it. I have asked for the "Escalation number" to get management involved and have been refused the information by sales rep. I have called Comcast directly asking speaking to a supervisor and have been promised I will get a return phone call and that they will help me file a formal complaint. The supervisor never returned my call as promised. So, as a result, my internet service has suffered for the whole month as well as my personal business since I work from home and have lost montarily as well.
Ticket: # 1355383 - Time Warner Cable Internet Speeds
Date: 12/15/2016 7:55:12 PM
City/State/Zip: Rensselaer, New York 12144
Company Complaining About: Time Warner

Description
I do not rent a modem and router for Time Warner. I purchased them outright and they are on the list as recommended models. I paid for 50 mbps Internet. There was no speed difference over multiple months from 15 mbps Internet. I was unable to stream Netflix and play PlayStation online at 50 mbps per second due to lag and inconsistency. The Internet also dropped daily from 7 pm -1 am with no explanation or cause. There was no inclement weather or electrical outages during the weeks of Internet droppage. A technician came to my home to figure out why and I was told aged infrastructure that will not be replaced. I purchased an upgraded modem and router. They are brand new and did not fix the inconsistency issue. I contacted Time Warner to alert them about the speeds and inconsistency. The Internet still goes out without reasonable cause and is not a reliable speed.
Ticket: # 1355384 - Time Warner Cable Internet Speeds

Date: 12/15/2016 7:55:13 PM
City/State/Zip: Rensselaer, New York 12144
Company Complaining About: Time Warner

Description
I do not rent a modem and router for Time Warner. I purchased them outright and they are on the list as recommended models. I paid for 50 mbps Internet. There was no speed difference over multiple months from 15 mbps Internet. I was unable to stream Netflix and play PlayStation online at 50 mbps per second due to lag and inconsistency. The Internet also dropped daily from 7 pm -1 am with no explanation or cause. There was no inclement weather or electrical outages during the weeks of Internet droppage. A technician came to my home to figure out why and I was told aged infrastructure that will not be replaced. I purchased an upgraded modem and router. They are brand new and did not fix the inconsistency issue. I contacted Time Warner to alert them about the speeds and inconsistency. The Internet still goes out without reasonable cause and is not a reliable speed.
Ticket: # 1355444 - Cell phone/ unlimited data throttled
Date: 12/15/2016 8:36:14 PM
City/State/Zip: Dallas, Texas 75212
Company Complaining About: T Mobile

Description
I use T Mobile for my internet connection. I purchased a unlimited data plan. I've had no issues until today. I just received a text message stating how much data I have used. And if I use a certain amount before the next reset date. My data speed will be reduced. After I read the text message. I started doing some research. It seems my provider just settled a lawsuit with the FCC two months ago. So now what? Since T Mobile was fined once already. I guess they can continue their data throttling. Who would have thought that they would have actually put an end to the data cap. After being fined 35 million dollars.
Ticket: # 1355480 - repeated internet problems
Date: 12/15/2016 8:59:51 PM
City/State/Zip: Sabillasville, Maryland 21780
Company Complaining About: Antietam Cable

Description
In the past 4 months of living in this area and using the internet have had a technician come out once and scheduled another for saturday the 17th of december. To "fix" my connection issues. When my service does work it is slower than expected speeds and seems to have throttling periods for when i can access certain apps and channels on my smart tv. My whole neighborhood is down and they keep telling the individual neighbors that it is only their homes thinking we do not communicate with each other. So irritated and over with this company. But they are the only non dial up or satellite internet provider in washington county maryland i thought this was illegal now to even the market place for the consumer?
Ticket: # 1355496 - Throttling in the evenings by time warner cable in Monroe, NC
Date: 12/15/2016 9:17:23 PM
City/State/Zip: Monroe, North Carolina 28110
Company Complaining About: Time Warner

Description
Please review ticket #1227531 which was just closed. This is now the fourth ticket I am opening. I have been having the same issues since mid-July and Time Warner continually closes tickets saying it's resolved to avoid a fine.

On this topic specifically, I received a call from Time Warner on Tuesday asking if I would be willing to have the ticket closed, and he assured me he would still work with me. I told him I was not willing to because my issue was not taken care of from the previous 2 tickets I opened. Robert Lennon (Robert.Lennon@charter.com; 704-378-2903) is my current contact and who I talked to on the phone.

*******PLEASE DO NOT CLOSE THIS TICKET UNTIL I GIVE CONSENT*******
Ticket: # 1356388 - Comcast/Xfinity Internet & Cable...
Date: 12/16/2016 2:29:04 PM
City/State/Zip: Chicago, Illinois 60622
Company Complaining About: Comcast

Description
We have been customers of Comcast/Xfinity in the [redacted] of Chicago, IL since August, 2013. In that time, we have never had fully functional services for internet or cable. In fact, we have experienced a litany of outages, or weak to no signal at all without an outage in the area frequently. We have had approximately 20 different Comcast/Xfinity technicians out to our home just since February, 2016 to address these issues. In order to meet with these technicians, my wife and I have missed significant time at work. On more than one occasion, a technician has told us that Comcast/Xfinity is aware that 'our area is not a good service area'... Yet, we continue to auto-pay them every month at full price. We have requested credits on numerous occasions only to have very little, if any, applied, and service continues to be extremely poor. When we seek a discussion with 'higher level' Customer Care Personnel, our call is dropped every single time, and we are never able to get anywhere with them... We have been blatantly lied to by their telemarketers, Customer Care personnel, and solicited with deals that are nothing less than a bait and switch scheme.
Ticket: # 1357144 - Re: Bad internet service

Date: 12/16/2016 8:15:24 PM

City/State/Zip: Shirleysburg, Pennsylvania 17260

Company Complaining About: Viasat

Description
This is a follow-up to your previous request #1264039 "Bad internet service"
Description
Constantly have speed issues with Cox. I am paying for 100mB internet, but the last speed test showed speeds of .19mB, which causes the test to time out. I have addressed this issue with them three times. This is why I am filling a complaint.

Attached is are screen shots of two speed tests, using the Cox speed test.
Ticket: # 1357215 - Verizon
Date: 12/16/2016 9:11:49 PM
City/State/Zip: Mechanicsburg, Pennsylvania 17055
Company Complaining About: Verizon Wireless

Description
When I use my Verizon cell phone to connect to the internet I get fast speeds for services they are partnered with but all else is slow. I'm tire of being ripped off.
Ticket: # 1357519 - Verizon  
Date: 12/17/2016 11:42:04 AM  
City/State/Zip: Port Trevorton, Pennsylvania 17864  
Company Complaining About: Verizon  

Description  
Every single night around 6 pm, our internet slows down so badly that we cannot connect to Netflix. Netflix is the only way that we have to watch any type of show. I called Verizon twice last week and they claimed that it was something with our Smart TV and not connecting to the internet. However, I was able to connect to YouTube (which requires an internet connection) but not Netflix. We are so fed up with Verizon and wish we could switch to someone else, but no other internet providers service the area in which that my family lives in. I would appreciate if something can be done about this because it seems that they never want to help us or that they treat me like I am stupid or a bother when I call their Tech Support. PLEASE help me and the so many others that live in my small town that are stuck with Verizon and are receiving such poor service all around. Thank you!
Ticket: # 1357586 - Internet service issues
Date: 12/17/2016 1:02:38 PM
City/State/Zip: Thompsonville, Illinois 62890
Company Complaining About: 4siwi

Description
I have contacted the service provider numerous times to resolve a poor connection issue and have not been satisfied with their attempts to correct the problem. The service is intermittent at best and has rarely worked as advertised.
Ticket: # 1357662 - Century Link may be slowing my connection to get me to upgrade

Date: 12/17/2016 1:56:51 PM
City/State/Zip: Centennial, Colorado 80122
Company Complaining About: Centurylink

Description
I have the lowest speed DSL from Comcast, and it has served my needs adequately, when it’s working. The speeds are almost always much slower than advertised, but unless I’m trying to view video, it’s fine. Sometimes the connection slows ‘way down, and I have trouble in browsers (Chrome, Firefox) and email (Thunderbird). That can persist for several days, and sometimes turning the router off and back on helps, and sometimes it doesn’t.

This happened a few days ago. I turned e router off and back on, and it helped a little. Then, somebody knocked at my door. This doesn’t happen much, because I have a sign on my front door saying I don’t buy anything from people who sell door to door. She said she was from Centruy Link and that she wanted to increase my connection to 1.5 Mb. Since the connection speed is never what they say it will be, I suspected she was trying to get me to upgrade, maybe because I’m locked into a low rate and they’d like to charge me more for giving me less speed than they promise. I told her I’ve been bothered by Century Link at the door before, and don’t want to see them at my door again.

After she left, I remembered that two young men had come to the door with the same pitch from Century Link several months ago. Then, I remembered that previous to that visit, my connection had slowed ‘way down for a few days, too.

Century Link has been quite aggressive about trying to get me to upgrade my DSL, which I don’t want or need, and also to sign up for other services, like Prism TV. I haven’t responded - Century Link’s service has been inadequate at best. I canceled my land line because the dial tone disappeared every few days, and I’d call for a repair and they’d take a week to get out and look at it, and then, it would go out again after a few days. So I told them that because this had happened half a dozen times, and because I’d had to ask for rebates, I wasn’t interested in using them for phone service and would simply use my Verizon cell service. When my internet connection has gone out entirely, which has happened a few times, they haven’t offered any rebates, although they did discount last month’s bill, they said for being a loyal customer. I’ve been given bad service when I’ve called their support for repairs, so I don’t do that any more. They seem to think that if they can’t give me decent service for the services I want, that somehow I’ll want to sign up for other stuff that probably doesn’t work well just because they want the revenue.

After what just happened, I suspect that they’ve gone beyond constantly spamming me via snail mail, and discounting my bill for a single month to make me feel beholden to them, and are now deliberately slowing down my DSL and then sending people to my door despite my posted notice that I don’t welcome this, to try to force me to upgrade my DSL speed to a faster speed so that they can continue to give me less than they’re promising for a higher rate. If you’re hearing this slow DSL and knock on the door story from other Century Link customers, you can be pretty sure it’s happening, too.

Thanks for checking into this.
Ticket: # 1357690 - internet issues
Date: 12/17/2016 2:40:59 PM
City/State/Zip: Dagsboro, Delaware 19939
Company Complaining About: Mediacom

Description
at [redacted], our internet service is terribly slow and oftentimes just freezes
Ticket: # 1357926 - Internet Signal Speeds

Date: 12/17/2016 8:09:29 PM
City/State/Zip: Charlotte, North Carolina 28227
Company Complaining About: AT&T

Description
The Internet service speed I have been receiving is well below advertised levels. The company (AT&T) has acknowledged the issue and offered a credit of $40 on a future bill. The credit should be issued against my current invoice -- because the signal strength wasn't acceptable during the current billing cycle.
Ticket: # 1358408 - i cry at night because of your service.
Date: 12/18/2016 6:29:10 PM
City/State/Zip: New York, New York 10009
Company Complaining About: Charter

Description
horrible speeds (30-50 vs advertised 100), horrible service, worse support. 200 fee for accessing a higher speed. the tears can only go so high.
Ticket: # 1358608 - More poor service from Windstream

Date: 12/18/2016 10:29:40 PM

City/State/Zip: Jefferson, Georgia 30549

Company Complaining About: Windstream Communications

Description

Once again Windstream drops the ball. On Thursday Dec. 15th late in the afternoon the Internet went dead around Braselton Ga. Upon calling Windstream I got a recorded message that said there was an outage in our area and repairs would be done in the early evening. At noon the next day on the 16th I called again and got the same message with the repair time revised to later in the afternoon. In the early evening I called again because the Internet was still off. Same message now with a 12 hour advance in repair time. At this time I pushed the prompt button to receive a call from them when the repairs were complete. Now I called Windstream multiple times each day and each time the repair time was advanced about 12 more hours. Finally late Sunday afternoon December the 18th I called again only to find out that the repair had been completed yet I still had no internet! 4 days I have paid for without my service. It took over 30 minutes with an employee to restart my modem. They never called and advised me I had a faulty modem and I would probably have to get a new one at a cost to me per month. Now it's bad enough that it cost 80.00 a month for 12 mpg and then on top of that have to pay a rental fee every month for a modem. I will say that after my second FCC complaint Windstream reduced my bill by 20.00 a month for one year. I didn't ask for that and told them it was product value I was complaining about and that I didn't call to get a reduction in my bill. So you add the cost of a modem each month on top of the regular price and my monthly bill will be approaching 90.00 a month for 12 mpg. This is outrageous! Since Windstream is the only provider in my subdivision I feel like we are being held hostage. Now I know they are the worst company in America when it comes to complaints. There not a person that I come in contact with in the NE Georgia area who has a positive comment about this company. Didn't the Federal Government give them a 575 million dollar grant some time back to enhance the service in the rural area. Why can my son who lives less than 10 miles from here can get 50 Megabytes for about the same price from Comcast. This situation is beyond ridiculous. It's time for someone to make these people upgrade their system or get out of the business and let some other company in here that can do the job!
Ticket: # 1358660 - Re: Refund Request Due To Negligence

Date: 12/19/2016 12:34:10 AM

City/State/Zip: Grover Beach, California 93433
Company Complaining About: Boost Mobile

Description
This is a follow-up to your previous request #1320041 "Refund Request Due To Negligence"

I am available on Monday (12/19/16) and I'll try to contact Sprint tomorrow and attempt to solve this connectivity issue.
Ticket: # 1358692 - Spectrum Internet Service Provider
Date: 12/19/2016 2:32:21 AM
City/State/Zip: Austin, Texas 78727
Company Complaining About: Time Warner

Description
Our internet connection has been suffering for almost half a year and after troubleshooting the issue myself with the help of discussion boards I have singled it out to be poor time warner cable hops. We pay for 300 Mbps download yet we only get 4 to 15 Mbps download when our connection is routed through some of the hops I have listed. One of the main hops with the issue seems to be right here in Austin, TX. this is why we notice the poor connection issues so frequently.

We did not report the issue until around 2 months ago due to me believing that the issue lay with a video game I was attempting to play online. Around this time I tried to troubleshoot myself and even purchased my own new Motorola modem to replace the leased modem we had from Time Warner. I assumed the issue could have been with the older time warner modem. This did not resolve the issue. Due to the consistency of the issue and the video games support working with me to locate the issue we were able to find the hop performance to be causing the problems.

I began to contact Spectrum and initially had a technician sent out to test our line and connection at my apartment. Around this time is when I also emailed the Charter/Timewarner/Spectrum the trace route information that listed out the hops that are causing the issues. I would like to note that I looked up the IP locations of these hops online and they all belong to Time Warner so to my understanding the information should have been sent to a network tech to review.

After forwarding the trace route information the technician informed me that they would send out another tech to check the lines [2nd visit] and call me back within the next 2 to 3 days to follow up. This support representative never followed up with me and it has been months.

Fast forward to when the 2nd technician arrived he stated that he could not locate any issues on the line at all. I proceeded to tell him what I told the phone representative about the issue being somewhere else, “the hops.” He said to test the connection again and then text him the next day on his work phone and if the connection was still bad he would come by again. (This technician never replied to my texts and he was the one who requested for me to contact him back). As mentioned, I never received the call back from the phone rep so this case was never resolved and I didn't even know the status. I had to contact support again and I wanted to check the status of my previous account.

The third time I tried to contact the support was via their web chat. This really upset me and honestly scared me a little bit. [Attached is a transcript of the chat] The chat rep (Reni T) did not address my concern and simply tried to tell me that the modem we bought was the reason for all the trouble. This really confused me because the previous leased modem directly from Time Warner had the same exact issue. After I replied in a frustrated way the chat representative shut off my modem on me! No warnings were given and they simply shut me down. This freaked me out and also upset me greatly. I assumed that they didn't want to deal with my case. It took about 4 minutes and the modem reset but
the chat was disconnected and I was unable to continue my conversation to get answers about the case.

To have someone shut me down like that without warning honestly was freaky and I thought I was in some 1980s techno corporate villain movie where I have no power to save myself.

I decided to wait and contact them again by phone to report the issue. I believe it was the next day when I called in and the tier one support representative was extremely persistent on having me run the simple steps again. (Unplug the power, unplug the cable, switch the cable ends, restart my computer, ext.) I decided to give them a chance and after 20-30 minutes the issues were still present. This rep requested to schedule another technician to come out again to start all over. Needless to say but this didn't get us anywhere.

About a week later I decided to contact again but attempt to get escalated immediately and to my luck I was able to talk with someone on a higher support tier. I was persistent to forward them the trace route and connection information that I had gathered stating that they need to have a network engineer or someone look at this information to properly address our issue. They were willing to accept it and forward it but couldn't promise me anything and told me that they would call me back in three days. It's been about 11 days I believe and I haven't received a call back or a status update. I double checked that I gave them my correct number and a back-up number to call.

At this point I feel absolutely helpless and lost. We pay for the 300 Mbps download package yet we hardly get that connection speed. You can see in the screen shots of the speedtest.net results and the trace route for the hops that I have captured for the last couple months that the speeds are not what we pay for. It's sick that they charge us so much every month and for the last 6 months our connection only seems to get worse and worse.

I hope that we can have these hop issues addressed and fixed. To show how many other users are experiencing this problem I would like to list several forum posts that I have come across over my research on the issue.

https://www.reddit.com/r/EmeraldPS2/comments/4t7wiy/im_a_domestic_lag_wizard/


https://www.reddit.com/r/chartercable/comments/4t7pbz/twc_for_those_who_also_have_internet_related/
Description
For the past three months, the Comcast internet connection has been unstable during the evenings.

The problem is not the speed or bandwidth, but the frequent packet loss possibly originating on the Comcast nodes or servers.

Comcast has sent two technicians to replace wires coming into the house, and a new modem was purchased as well. The problem still has not gone away, indicating the problem is occurring on the Comcast side. This problem needs to be escalated to a higher level technician or some one in charge of their network, since a normal technician is not enough to solve this problem.

If possible, a waiver of one or both of the technician fees would be appreciated, since they did not solve the problem problem with the connection.
Ticket: # 1359374 - Centurylink internet speed lower than advertised
Date: 12/19/2016 2:35:07 PM
City/State/Zip: Owensville, Missouri 65066
Company Complaining About: Centurylink

Description
I have called Centurylink about my internet speed too many times in the past year to find out why my internet speed is considerably lower than what I'm paying for. My most recent phone call required three calls before I got someone to help me. The first two calls were disconnected before I had a chance to explain my issue. The third call today resulted in my being told that there is a "permanent outage" that means that my speeds could be lower than what I'm paying for and that "they're working on it". I'm expected to pay full price for a measly 1.5 Mbps and I've been getting routinely about half that- ranging from anywhere between .27Mbps-1.01Mbps. I've been given refund twice. One was for approximately 80 cents and the other was just over $4.00. That is not enough to cover the money that I have to pay while not getting what I'm paying for. Centurylink should NOT be collecting full price for something that they are NOT providing. This is ridiculous and I, along with my neighbors are angry about this. We are expected to pay apparently while they are not expected to provide their advertised speeds. If there was another option for affordable internet in my area, I would definitely consider changing providers. I don't have that luxury as Centurylink or satellite internet are the only choices and the cost for set up for satellite internet is very expensive and therefore out of reach. The speed I'm paying for is very inconsistent and much lower than what I'm paying for. Add to that the fact that the last couple of times that someone was supposed to come out to my house nobody ever showed up.
My current speed as I'm typing this is .55 Mbps. That is NOT satisfactory!!
This is a follow-up to your previous request #1328813 "Re: Re: Re: Slow Speeds"
and to
This is a follow-up to your previous request #1325682 "Re: Re: Slow Speeds" and to
1325682 Re: Re: Re: Slow Speeds 20 hours ago
1310270 Re: Re: Slow Speeds 4 days ago
1282108 Re: Slow Speeds 17 days ago
1037405 Slow Speeds
Ticket: # 1360093 - Internet speed issues
Date: 12/19/2016 8:45:19 PM
City/State/Zip: West Columbia, South Carolina 29169
Company Complaining About: Charter

Description
Ever since Charter Spectrum merged with Time Warner Cable it has gotten worse. I cannot even play Youtube without it playing at 144P the lowest resolution. I am a home school student and I want my internet to work day in and day out. My mom could be watching Netflix and everything else would either not work or have a hard time loading. I called Time Warner Cable/ Spectrum and asked why our internet was still down on October 9th 2016 after Hurricane Matthew and one of the employees hung up on me because I ask him why my services have not been restored yet. Ever since then I have had problems with it. It also seems like they are throttling our speeds as well.
Ticket: # 1360174 - frontier internet
Date: 12/19/2016 10:31:14 PM
City/State/Zip: Westville, Indiana 46391
Company Complaining About: Frontier Communications

Description
failure to provide reliable fast internet as agreed upon and advertised. False work orders to "fix" the problem, never actually filing work orders. They claim the are under congestion and can not provide services offered. claims of net work upgrades with promises of resolution "soon", no proven results. Hours lost trying to deal with tech support. Only provider in area, forced to deal with them
Ticket: # 1360617 - Verizon DSL Interruptions

Date: 12/20/2016 11:40:55 AM
City/State/Zip: Riverhead, New York 11901
Company Complaining About: Verizon

Description
Verizon DSL service interrupted on an intermittent basis. Most recently on 12/20/2016 as well as on 11/27/2016, 12/8/2016, 12/12/2016. They have been notified. Intermittent interruptions have been an issue since February, 2016 when DSL service was installed.
Ticket: # 1360805 - Overages
Date: 12/20/2016 12:54:42 PM
City/State/Zip: Saint Michaels, Maryland 21663
Company Complaining About: Verizon Wireless

Description
For the past four months or more, my cell phone bill has tripled due to overages. Nothing has changed as far as internet at home or away from home.
Ticket: # 1361146 - Bad internet service
Date: 12/20/2016 3:07:34 PM
City/State/Zip: Tazewell, Tennessee 37879
Company Complaining About: Vyve Broadband

Description
Whenever a internet speed test is done, it will show my speeds are what they say it should be while on the phone. Give it a day later and the speeds will drop 10mbps. Have contacted them over 20 times and every single time they explain to us that we need to "reset the modem" which is done, and the internet connection isn't fixed. My ping is a constant 90 whenever speeds are checked, which isn't very strong. On vyve's twitter you can see how many people complain, and how they don't give us what they promise. If uploading a video, you CANNOT have any other device on the wifi or it will take over an hour to upload a 10 minute video. If you're downloading something, and try and use the internet on another device. You're almost promised that the device WILL NOT connect to the internet "wifi". Also, the internet I'm provided disconnects all the time. I'd say over 2 times every 24 hours. back in the summer of 2016, our speeds went down to a 3 download and we're paying for a 25 download. We called them and they lied to us and said we were paying for their "10mps" package. Which there isn't a "10mbps" package with vyve. The lowest is 25mbps which is what we're PAYING FOR. They told us we were paying for 10mbps and the balance was around $50 and that's how much the 25mbps package costs WHICH WE WERE PAYING FOR THE WHOLE TIME.
Description
comcast's local techs even verified what the issue is for my neighborhood and will not address the issue i have spent hours and hours over the past month trying to resolve this issue and I am tired of it. There was a line cut during some construction and they will not address the fact that it wasnt properly repaired
consistent wrong billing from Frontier communications. Internet service not reliable as billed. Internet has frequent outages. Was told from Frontier "there is a break in the line, or you are in a high traffic area". Ongoing for 6 months, internet outages.

Was told by frontier that I would receive a one months credit, I pay 35.99 a month, they credited me 24.99.

I called and pointed out the financial error, and was told that I would be credited the additional $10.00. Complaint is that if had I not called I would not have gotten the full credit.

Frontier consistently over bills, under credits and also provides poor service.

I still have outages.

I want more than one month's credit.

The speed they provide is not what I am paying for.

I have checked, at one time the internet speed was at .012Mpbs

It fluxuates wildly.

I would like it fixed and I want credit for what I am paying for and not receiving.

i spoke to a frontier tech outside of my house and he told me to upgrade my speed and I wouldn't have these issues.

He was coming out to solve a current problem, and suggested if I upgraded my speed I wouldnt have problems.
Ticket: # 1362030 - mediacom internet

Date: 12/20/2016 10:08:59 PM
City/State/Zip: Ocean View, Delaware 19970
Company Complaining About: Mediacom

Description
paying for 100 meg internet speeds and upload is .05 and download varies from nothing to 100 meg.
Providers technicians have acknowledged there is a known problem on Cedar neck road but it is intermittent and they cannot isolate it
Ticket: # 1362061 - Throttling of connection after extended periods of gaming.
Date: 12/20/2016 10:43:22 PM
City/State/Zip: Abingdon, Virginia 24211
Company Complaining About: Comcast

Description
(b) (6)
Ticket: # 1362666 - Verizon 3G internet throttling

Date: 12/21/2016 1:01:06 PM
City/State/Zip: Kempner, Texas 79539
Company Complaining About: Verizon Wireless

Description
We live in a rural area, no cable is available, and operate off of a 3G usb aircard. Often when streaming the network slow after 30min. Netflix will quit in the middle of a show. Livestream will quit half way through a graduation ceremony. They will not upgrade me to a 4G aircard unless I drop my unlimited plan.
Ticket: # 1362814 - Poor internet service. Upload dropout and loss of connection
Date: 12/21/2016 2:05:25 PM
City/State/Zip: Bloomsburg, Pennsylvania 17815
Company Complaining About: Service Electric Cable Vision

Description
For some weeks I have had increasing difficulty being understood on my VoIP phone. The cable company, SECV, provides my internet. They are the only option in my town, Bloomsburg, PA. For some weeks, being understood by someone I am calling has become increasingly difficult due to dropout of upload signal. I have called my VoIP provider, they helped me track down the problem to increased latency, dropout of signal, to the SECV. I cannot rely on the phone, so I have been emailing SECV with limited response.

I have now been emailing them for nearly a week. It took 5 days to get a reply. They called yesterday, and set up an appt. for this morning. A tech called about 9:45 to say they were updating something on the network, a hub, which should take 45 minutes. He said he would call back before he came. It's now almost 1:00 P.M. And no tech and no call.

This problem has been going on for some time. The techs usually tell me I need a new router. After I get one, with no improvement, they tell me I need a new modem. I have bought 4 modems and routers with no improvement.
Ticket: # 1363349 - Internet Speed
Date: 12/21/2016 6:05:48 PM
City/State/Zip: Jackson, Mississippi 39211
Company Complaining About: AT&T

Description
I supposed to have 45mbps
Ticket: # 1363799 - Slow speeds and bad qos
Date: 12/22/2016 12:33:02 AM
City/State/Zip: Lubbock, Texas 79416
Company Complaining About: Rise Broadband

Description
My speed do not match what i'm paying for. Field technicians and phone technicians tell me the tower is over sold and needs a new back haul.
Description

Last week, I undertook the arduous and exhausting chore of contacting Comcast's customer service department to address my poor, inconsistent service and exorbitantly high billing rate. When I finally got a hold of an agent, he wasted over an hour of my time telling me he would be able to get me a better price. By the end of the discussion, he told me I couldn't get a better price than $50 a month for extremely slow internet including cable services that I didn't want. However, Comcast no longer offers me internet only service. Consumers shouldn't be forced to pay for services they have no interest in, and they shouldn't be lied to by time-wasting "customer service" agents. In addition to wasting over an hour of my rare free time, I have been bombarded by phone calls from Comcast salesmen all week, sometimes 2-3 phone calls a day. The phone numbers are 517-443-9011 and 517-443-9010. When I answer, it is a salesman trying to coerce me into paying more for the horrendous service I am already wasting my money on. By every tangible definition of the word, Comcast holds a monopoly over their paying customers and continues to raise their overpriced rates on starving college students. To add insult to injury, they continually harass their paying customers by phone. I believe that this company is benefiting from disreputable and unfair business practices and that the FCC should intervene on behalf of the consumers they are defrauding.
Ticket: # 1364654 - Slow internet speeds
Date: 12/22/2016 4:39:14 PM
City/State/Zip: Carl Junction, Missouri 64834
Company Complaining About: Mediacom

Description
My internet provider, mediacom, consistently has very slow internet speeds. I currently am on a 50mb plan for internet speeds. I have never had my internet in my home get anywhere remotely close to the 50mb speed I pay for. I called mediacom and they told me that was because my modem wouldn't handle speeds at 50mb. They sent me a new modem and since then I have once or twice seen 20mb speeds for a brief period. Usually my internet speeds are between 1.5mb-6mb. Which is way slower than what I pay for. I have called, emailed, and used chat support to speak to mediacom agents. I have gotten no solution to my issues and they continue to charge me regular price for service that is not what I agreed to. Please enforce that mediacom rectify and have to guarantee my internet speeds and refund my bill for at least the last 6 months.
Ticket: # 1364743 - Frontier Internet Elko/Spring Creek NV
Date: 12/22/2016 5:30:02 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
Frontier Communications is the WORST. I live in Rural NV and we have two options for internet. Frontier and Rise broadband. We live in a city/town of 30k. And Rise is not accepting any new customers and frontier is a joke. Every time I call they tell me just to turn off the modem and start it over. Okay fine once a week is cool!! But I have to do that 4 to 5 times a week. And when I call to ask for a refund since my internet is it more than it is on they hang out or transfer me to a different area. If there were any other companies that would come to Elko I would change my internet provider in a damn heartbeat. This is awful. They are seriously monopoly. I used to live in reno NV and had att Uverse and loved it. This is awful.
Ticket: # 1364876 - Xfinity/Comcast Connectivity Issues
Date: 12/22/2016 6:37:04 PM
City/State/Zip: Eads, Tennessee 38028
Company Complaining About: Comcast

Description
We have replaced the router on numerous occasions, and continue to receive spotty internet connectivity. I work from home, and this jeopardizes my job. They charge an arm and a leg and the service is sub-par, and we almost never get the speed that they advertise.
Ticket: # 1365057 - ticket 1360152
Date: 12/22/2016 8:50:56 PM
City/State/Zip: Meansville, Georgia 30256
Company Complaining About: AT&T

Description
Ref; Ticket 1360152 . Thank You for you response to my complaint. A.T.T. has contacted me and addressed my concern on U-verse and stated that it is not offered in my area. I understand that but my biggest complaint is slow internet speeds. I have stated in earlier complaints that I live in a rural area and there is hardly no competion for internet service A.T.T. knows this. I have also reported that the road I live on is a dirt ( not a asphalt) road A.T.T. has exposed cable on my road and has been that way for many weeks. When the county road maintence crews smooth the road they may cut the cable. I do not believe they do this in more populated areas. I have had A.T.T repair personal tell me (when county road personel has cut exposed cable before) that when they go to repair my line it is like a spider web to find a pair to fix my line. I believe that since my area is not a high dollar area for A.T.T. that equiptment and maintence is shoddy at best. I have contacted F.C.C. before and had a great response from you guys, but A.T.T. on the other hand will do a short term fix on my problem. I only want to get what I pay for but I do not feel I am getting the speed I am paying for. Thank you for your help.
Description
Windstream's internet service is just garbage. I know when someone pays for internet, they're paying to get "up to X speed." Well, when it's consistently 1/4 that speed (or lower), unstable in general, and the company doesn't care, then there's a pretty big problem. We're paying for 16 Mb/s connection, by the way.
Ticket: # 1365179 - DSL not the speed im paying for!!
Date: 12/22/2016 11:59:49 PM
City/State/Zip: Marion Center, Pennsylvania 15759
Company Complaining About: Verizon

Description
My DSL is not what im paying Verizon for each month.
Ticket: # 1365220 - Comcast Maintenance not repairing Internet issues
Date: 12/23/2016 1:12:40 AM
City/State/Zip: Memphis, Tennessee 38120
Company Complaining About: Comcast

Description
I have called and scheduled technicians to come out and repair my internet connection 10+ times since May 2016. The technicians come and say the same thing that there is damage to a line between the poles, and that maintenance is responsible not technicians. They say that maintenance has been scheduled to come on location but they never give me a call and my internet service has still not been repaired. It is impossible to hold anyone at Comcast responsible since everyone is a faceless employee. I do not know what to do as it seems like nothing I do gets the problem solved. We are paying for their fastest internet plan with unlimited data (150Mb D/L) and we are lucky to get 20 Mb. I am not sure what filing this complaint will even do but I am desperate to do something, to hold some one accountable for this joke of service.
Ticket: # 1365708 - Internet reliability and speed issues
Date: 12/23/2016 2:10:49 PM
City/State/Zip: New River, Arizona 85087
Company Complaining About: Centurylink

Description
Ever since we moved to our current residence we have been have an unacceptable amount of issues with our internet and phones. When it rains, often we will have intermittent connectivity to the internet and our phone will have a lot of noise on the lines. This is a chronic issue that can never seemed to be repaired. We have had centurylink technicians out here more times then I can count to fix these issues and for a time it seems they are fixed. But more often then not the same issues arise again. Level of Services or lack there of is simply not acceptable in this day and age.
Ticket: # 1365855 - Service Level Agreement Failed

Date: 12/23/2016 3:33:05 PM
City/State/Zip: Moreno Valley, California 92553
Company Complaining About: Skyriver

Description
Current provider does provide a stable Internet connection. They have failed in their attempts to solve the problem even with having us upgrade our speed. Unwilling to let us out our contract. Horrible customer service and response time. Loss of business due to our VOIP system not working because of Bandwidth issues. Provider was told we would be on a VOIP system. Inconsistent speeds on a daily basis. We have secured another provider who has no issues providing us with the speeds that they promised unlike the provider outlined below. We want out of our contract.
Ticket: # 1365960 - Unacceptable service levels and unacceptable customer support

Date: 12/23/2016 4:29:54 PM
City/State/Zip: Saratoga, California 95070
Company Complaining About: AT&T

Description
As a long-standing AT&T customer I have experiences internet speeds significantly lower than contracted (e.g., 15mbps vs 25mbps contract) at multiple points each year. Each time this happens it requires multiple (6 is not uncommon) calls to customer support involving multiple disconnects and cold handoffs (transferring with no customer info or case notes) and useless equipment restarts (in spite of the fact that I've already done that before calling) and valueless tests that do nothing but confirm that a technician needs to be deployed to replace connections in the line which don't seem to last even one year. In the most recent example (yesterday, 22 Dec 2016) I spent a total of 3 hours and 11 minutes on the line in which I talked with 5 technicians and three supervisors (Eloisa; Joel; Michael). I ensured all of these calls would be recorded although I have little reason to believe the recordings will be reviewed or any process improvements will be made. Eloisa promised a call back in the morning which (a) never happened, and (b) was no documented in case notes. It appears that even supervisors are not required to keep case notes and document steps taken to resolve customer problems. Ultimately AT&T's solution is to give token credits on your bill to salve your dissatisfaction but ultimately woefully negligent service and support is never remediated or improved.
Ticket: # 1366168 - Re: High FEC Uncorrectable Errors on Upstream Caused by Very High SNR on Upstream Node

Date: 12/23/2016 7:36:57 PM
City/State/Zip: Harveys Lake, Pennsylvania 18618-9703
Company Complaining About: Comcast

Description
This is a follow-up to your previous request #1024971 "High FEC Uncorrectable Errors on Upstream Caused by Very High SNR on Upstream Node"

From June 8, 2016 through June 16, 2016, Comcast investigated my local node and serviced homes for the intermittent upload issues I was experiencing at the time. Comcast did find sporadic signal levels in the area during this investigation. On June 16, 2016, Comcast confirmed multiple fixes including but not limited to, replacing hard lines at the node, re-balancing output levels, and disconnecting several drop lines found to be causing noise feedback into their system.

After this was completed, I did not encounter the intermittent upload issues for several months.

However, throughout approximately the past month (from mid-November 2016 to today, December 2016), I have once again began to experience intermittent, very slow upload speeds at random times throughout the day. My download speeds are always fine and show no issues. My issue is exactly as I previously described back in June 2016.

I have not changed anything in my home since maintenance was previously performed back in June 2016. All of my equipment, including my cable modem, router, coaxial cables, ethernet cables, splitters, etc. are all identical.

As the same issues have again returned, I am wondering if there is once again a problem at my local node or anywhere else where a Comcast line technician would be required to check.

If the full details from my previous complaint are required, I can provide it.

Thank you.
Ticket: # 1366278 - Failure to communicate and deliver promised services
Date: 12/23/2016 10:43:45 PM
City/State/Zip: South Shore, Kentucky 41175
Company Complaining About: Windstream Communications

Description
I have been four months attempting to upgrade our internet service at our home to a faster speed. After several days taken off from work to be available for the install Windstream failed to show up. This has occurred several dated. The previous visit they failed to have the needed equipment to do the install correctly. So I was notified by email that they were return on 12/23. I called this morning and was given a window between 8:30, at 2 pm I was instructed per customer service who spoke to the South Shore office that they would be there between 3-5. However, again there was no show no call. Customer service informs me the the technician said that he ran out of time to complete the job. How can this be since this has been in process for over 4 months and I assume they know how long a job can take. They have scheduled a date now for Tuesday 12/27. This is poor customer service. They have no regards for their customers and the inconvenience they are causing them when the customer takes time off work and then no show or phone call. After several months for a install I should have been the first customer they went to today to complete the assignment. Horribly dissatisfied customer.
Ticket: # 1366299 - Internet and Cable
Date: 12/23/2016 11:39:16 PM
City/State/Zip: Houston, Texas 77014
Company Complaining About: Comcast

Description
WHAT A JOKE THIS IS MY SECOND TIME TO COMPLAIN ABOUT SERVICE WITH COMCAST
HOW THESE PEOPLE STAY IN BUSINESS BEATS ME. I HAD SOMEONE CONTACT ME FROM
CORPORATE BUT IT SEEMS HES MORE LESS JUST SAYING WE HAD SOMEONE GO OUT
THERE TO FIX PROBLEM. WRONG WHATS REALLY ANOYING IS THERES NO
COMMUCATIONS WITHIN THIS COMPANY I HAVE HAD A PM TECH WORKING ON MY
INTERNET PROBLEM SINCE FIRST COMPLAINT AND CORPORATE GUY DOESNT KNOW
ANYTHING ABOUT HIM WORKING ON ISSUE. PM TECH HAS FOUND A LIST OF THINGS
WRONG ON THE OUTSIDE PLANT INGRESS FROM BAD DROPS AND INGRESS FROM SOME
APARTSMENETS NEAR BY I STEAL HAVE INTERNET PROBLEMS AND CABLE ISSUES ALSO.
LOOKS LIKE I WILL SEND A EMAIL TO EMILY ATKINS ABOUT MY ISSUES WHICH I WILL GO
ON TV NEWS TO CALL OUT THIS COMPANY.
Ticket: # 1366417 - Internet Services
Date: 12/24/2016 10:36:55 AM
City/State/Zip: Millville, Pennsylvania 17846
Company Complaining About: Verizon

Description
Not getting the advertised internet that I pay for, the internet drops out constantly every five minutes or so for 5 to 10 seconds, this wouldn't be an issue if I just did basic browsing of the internet, but I'm an online gamer, so 5 to 10 seconds of no internet can drop me from matches, lag me out which causes me to die in game, or loose the internet completely. I have tried to talk to verizon multiple times to get this problem fixed, to no avail. They refuse to check the lines they put in place from the isp to my house. I'm supposed to get 3Mb/s but I do not. at best I get 2Mb/s when the internet actually works. They advertise it as a high speed internet, which is false because high speed is now classified as 25Mb/s. My internet has refused to provide better services and to change the classification of their services.
Description
When I first subscribed to Verizon wireless internet service back in 2008 my signal strength was pretty good but a few years ago the signal strength suddenly dropped to about half of what it had been and it has remained that way ever since. Now I am finding my signal strength is close to ZERO a good portion of the time as my downloading speed often drops to 10 kbps or less; making it almost impossible to watch or download a video. Is Verizon too damned cheap to install enough transmitting/receiving towers? The service is so bad I am now looking at other internet providers to get away from Verison.
Ticket: # 1366663 - Verizon DSL Throttling Connection
Date: 12/24/2016 8:58:07 PM
City/State/Zip: Greenville, Pennsylvania 16125
Company Complaining About: Verizon

Description

(b) (6)
Ticket: # 1366719 - Home Internet has limit like a phone carrier
Date: 12/25/2016 2:00:16 AM
City/State/Zip: Berkley, Michigan 48072
Company Complaining About: Comcast

Description
I didn't know my home internet has a limit like a phone carrier I'm very upset I could have stayed with att with no limits on my internet this is really upsetting
Description
Internet regularly drops out etc. Note that its happening to all your neighbors as well...again. Second time I have filed a complaint. Things were better for about one month and then bad issues again. I was told it would take over a week to address this problem.
Ticket: # 1366853 - Not getting the internet connect I paid for.

Date: 12/25/2016 2:49:38 PM

City/State/Zip: Glasgow, Kentucky 42141

Company Complaining About: Glasgow Electric Plant Board

Description
We have been with Glasgow Electric Plant Board for quite sometime. Their internet started out great. Last year in NOV, they told everyone they were upgrading the speeds and I was like awesome, faster internet speed, more for my money. The change did not come until Jan 2016.

Back last year I was having a ton of trouble staying connected to their internet, the speeds were not staying where they were supposed too. The ping was a low 11, which is great in my opinion. There was a internet rep that I spoke with, every-time I had a problem. His name is Aaron Reece, he still works for the internet department till this day. He decided to upgrade my speed to the next tier to see if that had taken care of the issue, it did for almost a year.... Recently I contacted EPB again of drop issues, my speed would all of sudden drop, they sent people out, they would always tell me it was just the bad weather we were having, I call bull in that. They used this excuse toward not just me but other people I know that has their service. There is quite a few people I know that says their internet is crappy, and I can't stay connected through out 24 hours, I always have a drop at least 2 or 3 times a day. And it last between 15 minutes to 1 hour. I spoke with the Internet department manager, and about our past conversations and I guess he is upset that I contact them every-time something happens. I'm that type of person that loves my internet and wants what I pay for. Recently when I spoke with him, he told me that Aaron should have never upgraded me without charging me. He said it was not fair to the other customers and that if I wanted to keep the speed, I would need to pay for it. I told him Aaron upgraded me for free and that he done it to fix my issue, which did. Except for all the 15 minute to 1 hour losses of internet. He said he would take me back to the normal speed and I told him to go ahead because I would just change providers. He didn't change my speed until I posted on their facebook in the public eye saying that their internet had been crappy all day. That is when my speed changed.

I want to talk about the ping, I had great ping and even have proof of my 11 ping, and now it's 38 ping. Even directly connected to the router it's the same thing. I have spoke to them about it and they won't do anything about it. They always blame the problems on something other than what is really wrong! I would love for you all to look into this because apparently it seems they have no clue what they are doing. If You need proof, I can show you proof. I have messages of where they upgraded me and where is was extremely rude to me about degrading me.
Ticket: # 1367054 - Interference with wifi
Date: 12/26/2016 9:45:21 AM
City/State/Zip: Nicholasville, Kentucky 30356
Company Complaining About: Windstream Communications

Description
Interference started 45 days ago
Windstream replaced all equipment
Ring door replaced all equipment
Still wifi interference from outside source
Description
We now have Comcast Triple-Play and all our services are experiencing issues. Pixelated TV, dropped and choppy phone connection, and Internet speeds that go up and down like a seesaw. FYI-Internet issues have ben ongoing since 2009 or longer. We have a home Internet business and this is affecting our livelyhood. We have been patient but now after having all of our cable wires in our home replaced for new and all the ones outside our immediate area too, we know the problem is down the line. I am sure it is more costly than regularly dealing with our continuous phone calls as we haven't received any compensation past a couple if $20 courtesy credits. I worry about the phone as my elderly mom who lives next door relies on her Comcast service for any emergencies.She has also has similar issues but we usualy make the call on her behalf. We have resorted to having our phones forwarded to our cell service and using our wifi hotspot to get a signal when trying to use our intermittent Comcast service. We are end of line too, and we get that but we pay the same price as everyone else. If that is the case, then all the end of liners should get a big discount if that is the excuse for inconsistent service. We just want steady service so we can remain connected like everyone else. Any assistance will be greatly appreciated. Thank you.
Ticket: # 1367676 - Internet issues and no response from Centurylink

Date: 12/27/2016 12:07:57 AM
City/State/Zip: Seven Springs, North Carolina 28578
Company Complaining About: Centurylink

Description
We have been experiencing internet issues for the past 6 months. Numerous calls have been made to Centurylink for resolution. All troubleshooting techniques have been completed with no resolution. We have an outstanding ticket for issues since December 6th and had two appointments scheduled with Centurylink but no one showed up for the scheduled appointment. We also received no phone calls from Centurylink stating they would not be able to make the scheduled appointment. We still do not have a reliable internet connection and we are a small business that is losing money every day. Customer service numbers provided are of no assistance. We have reached a dead end in trying to get this resolved. Also, the problem with internet strength and connection has just started in the last 6 months. We have not have issues for the past 10 years with Centurylink.
Ticket: # 1367697 - ISP www.usacommunications.tv low speed
Date: 12/27/2016 12:44:48 AM
City/State/Zip: Mecca, California 92254
Company Complaining About: Usa Communications

Description
Hi there my name is [b] (6) and just wanted to see if is legal for our ISP to have our internet service for the most of the day at a 20% speed from what they offer us and they dont want to do anything because they said that they are the only with this service in the area like or not. I will attached pictures of the speed test and the errors they have that dont want to fix that the modem is showing. I called last week an the hang up on me the account used to be under my name and they had to let me go because i complaint to much and i had to open under my wife name [b] (6). I get that it should be ok to loose about 20% of the speed but not 80% we dont get what we pay for. I work for AT&T and i know how this works. Please help us we our service not just for us but for all the costumer that me lice here in Mecca,CA and the sorrounding that are afraid to speak up..

Thank you, [b] (6)
Ticket: # 1367723 - Slow Speeds
Date: 12/27/2016 2:10:47 AM
City/State/Zip: Houston, Texas 77007
Company Complaining About: Comcast

Description
I have been paying for 200Mbps and I have never been given that speed and the speed has been further decreased
Ticket: # 1368483 - unusable internet and no accountability

Date: 12/27/2016 4:23:16 PM
City/State/Zip: Tolleson, Arizona 85353
Company Complaining About: Centurylink

Description
Century link has cost me money and hours and hours of time, not to mention months of frustration. I paid to have them set the service up, I was paying for a month for a phone line I was never able to use, I had to buy a new fax cause they told me my fax was faulty, I bought their modem, which is not usable anywhere else. They threatened me with a nonexistent contact and wasted more of my time and money by making me keep a service that is hardly usable and I had to rearrange my schedule twice to meet their techs.
Ticket: # 1368519 - Throttling of Internet
Date: 12/27/2016 4:37:54 PM
City/State/Zip: Plymouth, Massachusetts 02360
Company Complaining About: Verizon

Description
Throttling of internet speed during video streaming and downloads.
Ticket: # 1368661 - Comcast internet
Date: 12/27/2016 6:00:22 PM
City/State/Zip: Eads, Tennessee 38028
Company Complaining About: Comcast

Description
For the past three years my Comcast internet service had gone out so many times that technicians have been called more than 100 times. Last week I waited for a scheduled technician who never showed. It went out again yesterday and today is running at 24 meg download when I'm paying for 150 meg. Sometimes the speed is so slow that it shows I have internet service, but will not load websites. As I said, this has been going on for more than three years. We are told the lines outside are old and should be upgraded to prevent noise, but the company won't commit the funding to do it. I don't know if that's true or not. But losing service multiple times a week for years is simply unacceptable.
Ticket: # 1369030 - 6 Months of Peak Hours Overload - 20+ calls - No results - Time Warner/Charter Spectrum - NYC

Date: 12/27/2016 10:48:22 PM  
City/State/Zip: New York, New York 10034  
Company Complaining About: Charter

Description
For *6 MONTHS* now we have had nearly unusable Internet service between 8 and 11 PM EST on a nightly basis. I have written letters to the local franchise authority, called the cable company probably 20 times, and contacted the NYC Attorney General’s office. NOTHING has produced any positive change. It is a simple networking change. This is not related to the cable plant, signal at my house, wiring in the building, a bad modem, nothing. There are two routes that become overloaded every single night at a router 3 hops into the cable provider’s network. The interfaces associated with this overload are:

tge-0-10-0-2.nycmnywi01h.nyc.rr.com (68.173.208.113)  
tge-0-10-0-3.nycmnywi01h.nyc.rr.com (68.173.192.121)

Please ask someone to fix the route balancing on these devices and issue us 6 months partial credit. Please use only the number below to contact me - the one on the account is not correct and is my roommate’s because she was going to be home on the day of installation...
Ticket: # 1369062 - Internet Outage
Date: 12/27/2016 11:29:30 PM
City/State/Zip: Danvers, Illinois 61732
Company Complaining About: Frontier Communications

Description
I live in Danvers IL and our Frontier Internet stops running several times a week. This happens mainly during peak hours, but sometimes even in the middle of the day.
Ticket: # 1369066 - Packet loss and intentional delay tactics
Date: 12/27/2016 11:40:14 PM
City/State/Zip: Mansfield, Texas 76063
Company Complaining About: Charter

Description
April 2016 saw 10% packet loss and over a month of back and forth (and multiple service tech visits - just so those service techs could immediately schedule a line tech) resulting in delays of usable service is now back again. This time, I’m only seeing 2% packet loss overall, but it is affecting services that have low latency requirements, including VOIP. Packet loss has been occurring since September. Finally I concluded that Charter was not going to address this problem on their own and it had become frustrating enough to address. Dec 20th a tech was sent out, who didn’t even know what packet loss was. This person saw my plethora of charts and logging information and decided I knew what I was talking about, didn’t find any issues in the house, and scheduled a line tech. I DM’d @Ask_Spectrum this evening after receiving 0.19 Mbps download speed on speedtest.charter.com and was informed that a line tech has already been out and I will need to schedule another service call in order to address the issue. Once again, Charter is deliberately wasting my time by interfering with my daily routine simply so that a tech can come out and, once again, reschedule a line tech. This is an obvious delay tactic in order to frustrate customers into not reporting issues because of the amount of interference and annoyance each of these visits cause. It would take only 5-10 minutes (at most) of line monitoring to show the packet loss appearing at the line. Having zero real competition in the area means that I am at the mercy of this company and they are wholly taking advantage of that situation.
Ticket: # 1369086 - Comcast service not holding to contract

Date: 12/28/2016 12:31:53 AM
City/State/Zip: Port Charlotte, Florida 33954
Company Complaining About: Comcast

Description
I pay for high tier cable due to my work and home use. 150mbs connection, due to my location they pretty much have us at gun point as far as internet goes. I have had them since I moved here to the area and had nothing but problems with their internet. But yet they want their money every month. I even went to the lengths of moving so I could have better internet. My previous house in rotunda west was at what I was told end of the line and was the reason why I had so many issues for over a year and that there was nothing they could do... so we packed up sold the house moved to port Charlotte. Since I moved here march or 2016 I have had 9 service technicians, and have had over 20 calls about my internet being a quarter of the speed sometimes even lower...

the first technician cut my line and said he couldn't connect it... I had to wait 3 days for another technician to say he could have ran it and he didn't know why he didn't... I had a lot of down time so I had to drive to fort Myers to my office instead of working from home. That's over a hr drive with traffic one way. So every day every week every month I have had a signal drop between 8pm-12am I work late and suffer from severe insomnia so I watch a lot of movies. When I told this to the technicians that came they change the wire to the pole... they had me change the wiring to my home, which I was responsible to pay for... they replaced modems after modems... finally 2 of the most recent technicians monitored the line when they were at my home and saw the signal drop. Saw line static, and said someone in the area has an issue and it's bringing everyone else down... my neighbor beside me also told the technician his internet does the same he is up around my hours due to his job. We have been battling this ongoing issues for almost a year and it is ridiculous! I have spent personally 1500.00 to have my electrical redone and grounded better because one tech said I had poor grounding... I spent 300 on another to run a brand new line from the inside of my home to the outside to their connections... I pay almost 85.00 a month for internet I can't use... not to mention every time the internet goes I have to take time off from work for the tech cause I have to go drive to fort Myers to my office... I am at their mercy cause they are the sole providers for high speed internet but yet I have not once gotten what I pay for! Please help
Ticket: # 1369106 - Inconsistent CenturyLink Internet speed

Date: 12/28/2016 1:08:12 AM
City/State/Zip: Eden Prairie, Minnesota 55344
Company Complaining About: CenturyLink

Description
I am paying for a 20 Mbps down internet connection from CenturyLink, but have recently noticed inconsistent speeds. Running multiple speed tests it seems that my connection gets throttled down to around 2 Mbps at times. I make sure I have no other devices using the connection when I run these tests. Contacting CenturyLink support has not resolved the issue.
Ticket: # 1369237 - Internet Speed Issue with Frontier Communications

Date: 12/28/2016 9:24:53 AM

Company Complaining About: Frontier Communications

Description
Postal Mail Ticket Ready For Data Entry
Ticket: # 1369244 - Time Warner Cable Internet Complaint
Date: 12/28/2016 9:26:18 AM
City/State/Zip: Atwater, Ohio 44201
Company Complaining About: Time Warner

Description
Postal Mail Ticket Ready For Data Entry
Ticket: # 1369436 - CenturyLink Services
Date: 12/28/2016 11:33:43 AM
City/State/Zip: Foley, Alabama 36535
Company Complaining About: Centurylink

Description
Please see the attached Congressional 16-1027
Ticket: # 1370057 - Internet speeds slowed during peak hours 7pm-12am
Date: 12/28/2016 3:31:25 PM
City/State/Zip: Murrieta, California 92562
Company Complaining About: Frontier Communications

Description
Slow speeds during weekends and peak hours
Ticket: # 1370361 - Poor and limited internet service
Date: 12/28/2016 5:05:20 PM
City/State/Zip: Naples, New York 14512
Company Complaining About: Frontier Communications

Description
I also filed a telephone complaint. We built a home and moved to Naples, NY 3 years ago. We have landline phone service and DSL internet through Frontier. It is rural here and there are no other options! If there were, I would have moved on. Cell service is challenging here because of the hills, so we have an "extender" from Verizon for our cell phones, which you may know has to work through the internet.....which brings us back to Frontier. In the area where we live (French Hill substation), the problems are well known by the repairmen and the supervisory staff. The lines are old and the internet hub is inadequate. Some days it struggles to load a page. Bandwidth is clearly limited. We have had more than one occasion where the internet has been totally out for 4 or more days........call repair and you are given a date 2+ weeks out. Repairmen are very frustrated, and happily provide supervisor's phone numbers. I have talked with Lynne Salem (supervisor). She is well aware of the problems. They have been known already for a number of years. Mid 2018 is the projected date for upgraded service. I tried to work a half price deal until that date, since I feel we are only getting half of what we pay for and what they say they are providing. Lynne directed me to her boss, Bill Carpenter, who heads the regional office...........multiple call back messages were left, but we were not called back. What a surprise!
Description
My ISP, TWC, does not allow me to use a DNS resolver different from the ones offered by the very service provider.
The ISP offers 209.18.47.61 and 209.18.47.62.
I believe that choosing what DNS resolver use is a one’s prerogative, in order to avoid the level of monitoring, targeted commercials, and any number of privacy limiting factors that may reasonably apply.
Furthermore, the ISP stated that they record all phone calls, and do not offer non recorded lines not even under direct request.
Furthermore, the ISP does not provide steady Internet speed, and the speed provided varies greatly from 2Mbps up to full speed. In addition, high latency has been present for months, reported several times, and never fully addressed.
Also, the ISP failed provisioning my modem, and provisioning it with a wrong file, and denied the event, even when conclusive evidence has been offered. My modem had had issues for months pertaining to BP protection (Baseline Privacy protection) which the ISP refused/was unable to resolve and resulted in a purchase of a new modem.
I do not know if my personal information have been accessed. For what I know so far it seems not the case.
Ticket: # 1370977 - Ongoing Capacity Issue that has lasted for several years.
Date: 12/29/2016 7:33:37 AM
City/State/Zip: Epworth, Georgia 30541
Company Complaining About: Tds

Description
To put it simply, "too many chefs in the kitchen."

We've had a serious capacity issue over the years. I've called and complained about it. Typical responses like, "We're sorry it's been an inconvenience." and "We're aware of the issue." has been directed my way for years.

My Grandmother, who lives down the road, has the same service and has the same issues. My other Grandmother, who lives further up the road from myself has the same service and the same issues. My neighbor as well.

A lot of people have complained over the years and no effort on TDS's part has been made to improve our situation.

Last night was the straw that broke the camel's back. I'm paying for 15Mbps, but I usually get 12 Mbps. Last night I got 1.21 Mbps according to http://speedtest.tds.net/ and I eventually gave up. The capacity issue made me look very bad in front of other people. It was a bit humiliating.

Can you help?
Ticket: # 1371086 - inadequate internet speed

Date: 12/29/2016 10:34:07 AM
City/State/Zip: Wyomissing, Pennsylvania 19610
Company Complaining About: Comcast

Description
i have been contacting my ISP since nov 25 2016, due to inadequate internet speeds. i had payed for 100mbps. i was sent a tech to my residence on December 7th to resolve the issue the tech found that the buried wire was exposed and possibly damaged from the main connection to my home. i later upgraded to 200mbps on dec 17th with the prospect that the line was going to be repaired on Dec 24th. Sadly that day came and went with no repairs, i contacted the ISP once again on Monday the 26th to inquire what happened and was advised that they would show up on that day. No technician showed, i waited two days with No repairs. i called once again today Dec 29th was advised that no one will be coming till January 12th. i have not been able to maintain a stable connection and continue to lose connection. the result of this is causing me to use my cell data and loss of money through my streaming services. i currently am paying for 200mbps plus 230 channels with homeland line at $200 dollars with 2yr contract. speed range is 45mpbs as advised by speedtest. net
Ticket: # 1371516 - Frontier internet is not working
Date: 12/29/2016 1:42:53 PM
City/State/Zip: Santa Monica, California 90403-4406
Company Complaining About: Frontier Communications

Description
[36x670]emails have not worked since 12/25 at 8:15 am and every time he calls Frontier they tell him to call Verizon for them to fix. He use to be a Verizon customer and got switched when Verizon sold to Frontier
Ticket: # 1371712 - Internet
Date: 12/29/2016 2:51:28 PM
City/State/Zip: Holland, Michigan 49423
Company Complaining About: Comcast

Description
I am paying for the BLAST package which is 75 speed and according to speedtest.net I had averaged about 17 speed. Initially called Comcast and was hung up/disconnected. The 2nd time the technical support attempted to rename my modem and it didn't work. I was told that this was an issue for the wireless department and transferred to another department. When I spoke with the person at that department they had no idea why I was transferred and wanted me to repeat all of the issues and again wanted me to verify all of my information. I asked to speak to a supervisor and was transferred to another agent who was not a supervisor but insisted on helping me, they said they would let there supervisor know as the supervisor was on the phone. The representative that helped me reset a couple of things was not able to fix the issue. My speed was 4.46 and then reset once more. It took a while for my modem to come back and the representative was about to transfer me to another department when my modem came back on line. My speed was then in the low mid 50's and low 60's Also I have no idea what kind of environment these representatives were in as at times there was blatant screaming and yelling, this sent chills down my spine as it literally sounded like a homicide was taking place. Then at other times there was cheering and clapping!!?? Comcast needs to be investigated for changing peoples internet speeds as I have been paying for 75 and have been getting no where close to that. It should also be up to Comcast to monitor what peoples speeds are at, not up to the customer to investigate. The 2nd time I was on the phone with them today was for an hour and 2 minutes!
Ticket: # 1372172 - poor internet service and lack of action on comcasts part

Date: 12/29/2016 5:43:35 PM
City/State/Zip: Wheaton, Illinois 60189
Company Complaining About: Comcast

Description
Internet service is not stable. having issues with inconsistent speeds also packet loss. I also have business line piggy backed on my residential line. both lines are experiencing issues. But back to the residential line. I have been in contact with the corporate executive customer care division. I have made calls to them in the last three weeks. The current is : representative Mario contacted on 12-29-2016 at 08:10 AM. He issued a work order ESL02813651. spoke to another representative named Sarah phone number 888-736-6711 Ext. 1351003, she told me that they would send out another tech to verify the problem. This will be tech number 4 in the last month. they keep sending technicians but nothing is getting resolved. but I'm expected to pay my bill even though the service is sub standard. Unfortunately Comcast has monopolized my area and there are no other providers of high speed internet (75 M bytes per second). I have tried going thru Comcast but only get reassurances and no action. Can you help.
Ticket: # 1372217 - internet service quality
Date: 12/29/2016 6:05:09 PM
City/State/Zip: Ottawa, Ohio 45875-2042
Company Complaining About: Time Warner

Description
We often do not receive the speed we are paying for. Buffering and such is common place.
Ticket: # 1372227 - CenturyLink internet services
Date: 12/29/2016 6:13:04 PM
City/State/Zip: Albuquerque, New Mexico 87114
Company Complaining About: Centurylink

Description
I am paying for 40 Mb/s service, and I consistently get 4-14Mb/s. I have had them come and attempt to fix it, but it only stayed fixed for about 4 days
Ticket: # 1372338 - Breach of Contract-Internet Speed

**Date:** 12/29/2016 7:18:09 PM  
**City/State/Zip:** Laredo, Texas 78045  
**Company Complaining About:** Spectrum

---

**Description**

What is the expectation of the customer with respect to the speed that the customer is paying for? If I am paying $100.00 a month for internet service and I am only getting 2 (Two) Megabytes of speed, then the expectation is not being met, and a (Breach of Contract) has been committed to Spectrum cable service. The internet service tells me that I am supposed to be receiving the speed that I am paying for. However, that is never the case there is no consistency in internet speed via Ethernet cable!
Ticket: # 1372718 - Signal noise issues preventing me from getting full advertised speeds  
**Date:** 12/30/2016 1:19:17 AM  
**City/State/Zip:** Lebanon, New Jersey 08833  
**Company Complaining About:** Comcast  

**Description**
Since starting Comcast Internet service in my new house, I've had issues getting the full advertised speeds due to problems with the lines outside my house. As you can see from the attached picture, Comcast has come 5 times to my house between August 25, 2016 and October 20, 2016 and the issue is still unresolved.

Comcast support keeps telling me that a cable outside my house needs to be replaced; they say they replace it, but the problem persists and when I bring this up to their attention, they tell me an additional cable needs to be replaced. They have repeated this story a number of times. It is almost half a year and I'm still seeing signal issues between the frequencies of 735 MHz and 753 MHz that is preventing me from getting the advertised internet speeds. I have confirmed that this is also affecting my neighbors.

Please help me by ensuring that Comcast is prioritizing the work needed to fix this issue for good.

Thanks.
Ticket: # 1372733 - locked into contract and services im paying for are not provided

Date: 12/30/2016 1:34:42 AM
City/State/Zip: Miami, Florida 33182
Company Complaining About: Comcast

Description

hello,

I am currently locked into a contract with Comcast for 2 years and my internet and tv are not working the way they should be since nov 28 2016. the internet and tv commands have been extremely sluggish and I am not able to enjoy my services as I should as I am paying for them. the on demand features, guide and dvr will not be responsive to my commands or the internet will have 0 upload speed or sluggish download and cause it to stop browsing at various times during the day.

there has been 4 technicians to my home and they have not been able to fix anything. i have had various appointments canceled by comcast without them letting me know and i lost time of from work because of it. every time i call to know that status of my issue they have no knowledge of my past problems and i have to start the process again from step 1. the technicians always refer the problem to maintenance but it should not take over a week to fix this issue.

i want stable internet but i am locked into this contract and Comcast can not supply me with the services i am paying for.
Ticket: # 1373315 - Frontier communications
Date: 12/30/2016 1:37:56 PM
City/State/Zip: Topock, Arizona 86436
Company Complaining About: Frontier Communications

Description
I have to call technical support for this company at least once a month and many times once a week because our service drops off and the only explanation they have for me is that our area is "a high demand area"! I ask continuously, if this is always the problem, then why don't you upgrade our area or fix it!? I have been told by actual employees of the company that they don't want to spend the money to do so. Meanwhile, we pay our bill for their services faithfully but we get no refunds or compensation for when we DO NOT have service! Sometimes whole weekends we have no wifi or internet service because it's a "high demand" area. I am beyond tired of this and would I really like to see some kind of action taken to improve the substandard service we receive here.
Ticket: # 1373412 - No services provided for payment of AT&T internet DSL
Date: 12/30/2016 2:19:32 PM
City/State/Zip: Farmerville, Louisiana 71241
Company Complaining About: AT&T

Description
I have been complaining to AT&T steadily every few months about my service. First they adjusted my IP address, next time they gave me a free model NetGear 7550. This last time they wanted to troubleshoot but offered to send a technician. I've had a technician already in a year ago come out and no improvement. I get disconnected from the internet regularly. Sometimes I can't connect at all. We have 5 times the families out here we had before. AT&T demonstrates they don't care but are still receiving payment for service I'm not getting. They refuse to give us better service and have no plans to improve it. I want my $55 for the last 6 months back. I'm not alone in NorthEast Louisiana.
Ticket: # 1373658 - Very slow internet
Date: 12/30/2016 4:06:04 PM
City/State/Zip: Branchland, West Virginia 25506
Company Complaining About: Frontier Communications

Description
Frontier is the worst internet that I have ever seen you cannot even watch a video and I have talked to them for years and they will not try to fix the problem.
Ticket: # 1373957 - Internet speed  
Date: 12/30/2016 6:18:48 PM  
City/State/Zip: Shreveport, Louisiana 71119  
Company Complaining About: Comcast

Description
I currently have comcast internet and I am being billed for 75 down. When the service works it exceeds that but more often than not its half of that. The customer power cycling and resetting the modem ridiculous. I have had the modems replaced, several technician as well as numerous calls to tech support to resolve the issue. Comcast is selling a speed that they cannot provide on a consistent basis which isn't fair to the consumer.
Ticket: # 1374034 - Frontier internet company throttling

Date: 12/30/2016 7:02:37 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description
It has been brought to my attention that various techs in the region are aware that Frontier communications internet in Elko and Spring Creek, Nevada are throttling their customers. Lack of funds in the region have cause the ISP to move all connections on to one line running in and out of the area. In doing this they have to throttle all customers to adapt to the situation.
Ticket: # 1374315 - Poor Internet Speed
Date: 12/31/2016 1:25:52 AM
City/State/Zip: Longmont, Colorado 80504
Company Complaining About: Centurylink

Description
The internet I pay for is 12 Mbps, which is what I get half of the time. However, the other half of my time I get less than 5 Mbps. The time when my internet slows down most is late at night, so it seems like CenturyLink slows down the internet connection in off hours. Even recently, every device I have will randomly disconnect from the internet completely. I can't find any source to these disconnects. This has been a huge problem, and I haven't been able to fix it for years. Whenever I call CenturyLink they are never capable of fixing the problem. We've had them tell us to simply restart our router and we've had them replace our router completely. The 3 most recent times I've called I've been hung up on. The inconsistencies in speed always remain. Giving us less internet than what we pay for is ILLEGAL, and I'm hoping this problem to be dealt with as soon as possible.
Ticket: # 1374340 - Bad service at huge price
Date: 12/31/2016 2:24:58 AM
City/State/Zip: Los Angeles, California 90066
Company Complaining About: Frontier Communications

Description
[Redacted]
Ticket: # 1374352 - Interruption/false speeds/internet problems
Date: 12/31/2016 4:03:52 AM
City/State/Zip: Orlando, Florida 32822
Company Complaining About: Bright House

Description
We have been customers of bright house for a while now, and have had varying issues over the past years, but they got fixed easily. Now we have had an issue with the internet not allowing our video game consoles to play games like we used to. Keep in mind we never switched plans or triggered anything to make this happen, it was out of nowhere. Adding onto not being able to play online, our phones and other handheld devices (nintendo 3ds) couldnt find the wifi at all. so we called a technician from bright house (after their over the phone trouble shooting) and he came, looked around, messed with the router details a bit, and said there is nothing he can do about it. So i played, for a bit, and got disconnected, same issue as before. A few days later we called again with the same problem, they sent somebody out, who spent 2 hours here, just to change out out modem box, and a little echo box for my room. Now whats occuring is every 30 minutes (give or take a few) i get no internet to every device connected to my echo box. and everything to our modem gets disconnected every few hours or so. WE also just figured out now, that the last person to come here, changed the wifi settings user and password so now we cant go into our own detailed settings which advertised on the website says is set up by US, THE CUSTOMER, and the technician. So the last guy who came changed that info without our consent. Also added onto that, we dont get the speed we are supposed to. I dont cant figure out what we are supposed to get at the moment, i believe 60-70 Mbps and i get around 37 on my xbox, that is directly hooked into the echo box. So now we are stuck with a connection that doesn't work in intervals, speeds that arent high enough, and "technicians" who dont fix anything.
Ticket: # 1374420 - Inconsistent internet
Date: 12/31/2016 10:34:05 AM
City/State/Zip: Wake Village, Texas 75501
Company Complaining About: Cable One

Description
CableOne has inconsistent internet and internet speeds. Every week the internet drops and they do "emergency repairs". The internet speeds are crap, one second your speeds are ok, the next they are trash. Yet I have to pay full price for a half a service.
Ticket: # 1374552 - Slow internets
Date: 12/31/2016 2:14:48 PM
City/State/Zip: Benson, North Carolina 27504
Company Complaining About: Centurylink

Description
At [b] [6] the speeds are 3 and 6 mbps if it is late at night, but right down the street in a older sub-division thy get 10-20 mbps. This is just a mile or less away. CenturyLink is not trying to put nothing out in our sub-division which is about to grow by 11 or 13 more homes.
Ticket: # 1374760 - Inconsistent and slow Internet from AT&T
Date: 12/31/2016 7:24:27 PM
City/State/Zip: Paso Robles, California 93446
Company Complaining About: AT&T

Description
I am a current customer of AT&T, and I'm currently paying for the Elite tier of AT&T's U-verse Internet, which, according to http://www.att-services.net/att-u-verse-internet.html, should be giving me up to 6 megabits per second in speed. However, according to Google's speedtest (which is accessible by Googling "speedtest") I'm getting a download speed of about 1 to 1.5 megabits per second, which seems very low, even when you consider that the speed should be **up to** 6 megabits. On top of this, the connection will frequently cut out completely at random times and stay that way for up to a minute or so before turning back on, which is extremely irritating. The last time we complained to AT&T about our Internet speed (which was a long while ago), they came out to look at our Internet, then shut it off for three days... which is basically why I haven't contacted them to discuss the matter further.
Ticket: # 1374777 - Unstable and unusable Internet

Date: 12/31/2016 8:02:06 PM

City/State/Zip: Barry, Texas 75102-4535

Company Complaining About: Windstream Communications

Description

Downloads won't finish, ping spikes up to 30,000 making playing games unplayable. Supposed to get a 3MB connection speed test says 0.07 Mbs. I've had to use my 4G and pay for data for 2 years because of how unstable the connection is. I've called them and they give me the run around about too many people on the line and its "normal" its peak hours but this is all the time. It seems to get worse and worse every day. I just want it stable like it was when it was first installed.
Ticket: # 1374889 - Comcast Data limits
Date: 1/1/2017 1:31:15 AM
City/State/Zip: Belvidere, Illinois 61008
Company Complaining About: Comcast

Description
I had an issue where my computer was downloading something through the Windows update service. The only notice I had was Comcast notifying me by redirecting my browser and notifying me that I had reached 90% of my 1TB data limit. This is the first thing I heard about a limit as Comcast emailed the notice to their internal email assigned to accounts. They were not able to assist me in determining what was downloading or where from (I was told they did not have the capability). I had to contact Microsoft support to determine that a Windows App Store game install became corrupted (Gears of War 4) and proceeded to download the installer (80gigs) non stop. Because of the time it took to resolve the issue I exceed the 1TB cap. Since then my internet performance has degraded. I've had extended periods of slow / intermittent internet service and constant disconnects. Checking the Comcast site for outages show that there are no current outages in my area. Running the google internet speed test shows different speeds during the day when it previously was fairly consistent.

Several observations of the above:

1) Comcast using a mean of communication that most people do not use to notify me of account changes.
2) Microsoft slipping Windows App Store updates under the Windows Update Service (which isn't tracked by the OS data meter) so that visibility of what the computer is downloading is obscured.
3) Comcast not having the means to determine network related issues and till forcing a cap on customers.
4) Throttling my internet connection when they clearly charge me for going over the data limit. I'm having a data cap limit forced on me and then when it's exceeded the same service isn't provided even with charges for overages.

When I used more water than average when pressure washing my deck I received a call within days from the city supplier asking if I knew about the unusual water usage. If Comcast wants to force data limits on consumers then they need to take measures to prevent accidental or malicious use of consumers data. Not wait til 90% of my data has been used to issue me a warning. (Note that the account email also didn't receive a warning. The only notification was the browser redirect )
Description
I am illegally implanted with a RFID chip that the sheriffs are using in Hernando County Florida,.....
They are using the FCC license of the local TV stations..... They also jam my Internet signal. My DNA and Gene are being mutated with frequency found on my body.... RFID chip has been found also.....
Ticket: # 1375107 - Comcast Service and Customer Service
Date: 1/1/2017 3:05:10 PM
City/State/Zip: Fort Lauderdale, Florida 33334
Company Complaining About: Comcast

Description
Comcast, yet again was very disappointing. My internet is the Blast and my upload speed it .95? I had a tech come out, change my modem, and get it up to 2.30 but it's supposed to be 10!! I was told I have to call back and have another tech come out to check the outside wires!! Now I have to wait 12 hrs on Tuesday for another tech when the first one didn't do their job!! I entered your service with unlimited and now have a cap and have to share bandwith with other customers?? What am I paying $168 a month for?!

I have continuous problems with Comcast over the years and as I do have the option to switch to 1 other company, AT&T, their internet isn't as fast as Comcast, so I am stuck between a rock and a hard place. With a BBB negative rating of 82%, I would figure that customer service, pricing, and their business model would have changed at this point. With internet costing 80+ a month, and at this point in our lives, its a necessity, it's ridiculous the cost of all this.

As for the customer service, the tech, who's badge number is #7624 was less then helpful and didn't go his job. After being told he couldn't do it, and now I have to wait 12 hours, 12 HOURS for a tech to come all because a tech wouldn't do his job in the first place it just unacceptable.

I may be switching to google fiber as soon as it comes into my area.
Ticket: # 1375149 - Ongoing Internet Issues
Date: 1/1/2017 4:30:09 PM
City/State/Zip: Davenport, Iowa 52804
Company Complaining About: Mediacom

Description
We have experienced ongoing Internet issues for a couple months now with our Mediacom 50mbps/10mbps connection. Connectivity has been sporadic and unreliable. Mediacom has been contacted no less than 10 times. We have received SIX technician visits in attempts to fix this issue, the issue is "fixed", "ticket closed, and we have to reopen a new one less than 24 hours later, where were told that even though the visit didn't fix the issue, we must wait another 5-10 days for them to try again to fix it. We've repeatedly asked for escalation and supervisor intervention and received no support. We're told the ONLY avenue of repair is to constantly open new tickets so they can send a different tech each time who is unfamiliar with the issue and unable to fix it. The last thing we were told is they were escalating it to a lead tech who per their policy had 24-48 hours to resolve the issue and contact us with the resolution. This was a week ago, and the issue is not fixed. We contacted them again and were told they would schedule ANOTHER escalated ticket and haven't heard anything back from that either. We were told we'd receive a month credit on our Internet bill, and never did. When I brought it up to another support agent she told us there were no notes of a credit, but she would fix it. We received $9 off our bill for an issue that has been ongoing for over 3 months now. My wife works from home and depends on a reliable Internet connection to do her job. The level of poor customer service due to the monopoly they have on this area is absurd. We feel like we've run out of options other than to beg them to send tech after tech hoping one eventually fixes the issue, or change providers and lose our speed.
Description
Every night right at 7:30pm our internet slows down. It gets to be where I'm waiting for a page to load for a while, and internet games are all out of the question. During the day it's fine, but right at 7:30 it gets bad. I haven't called because I've worked for a contractor for them for 10 years and I know what they will do if I do call in.
Ticket: # 1375401 - Internet Speed Throttling/Data Capping
Date: 1/1/2017 11:25:18 PM
City/State/Zip: Raleigh, North Carolina 27606
Company Complaining About: Direc Path

Description
My Internet is nearly unusable. I have contacted them multiple times and the issue remains unresolved. If I do not use the Internet for most of the day, the speed will be fine. If I use it throughout the day it becomes incredibly slow. The speed also picks back up after a specific time, indicating probable throttling.
Ticket: # 1375443 - Bad internet service
Date: 1/2/2017 12:48:12 AM
City/State/Zip: Landisville, Pennsylvania 17538
Company Complaining About: Comcast

Description
Not receiving service we have been paying for. We should be getting between 110-150 meg internet download speed, but only get 5 or less most of the time, have had multiple customer service calls and even had technicians come out on different occasions, the last time on December 15th a guy was suppose to show up to our house and never did, and on the 16th a lady was suppose to give me a call back with how our internet was working after he came out and never received that call either, we have called over 10 times at least in the last two years 5 since October 20th 2016 and they keep saying it isn't on their end well the two technicians that have came to our house say that we have nothing wrong with our equipment or anything, but our service never improves and promised compensation off our bill and never have seen that either
Ticket: # 1375584 - complaint against AT&T internet service - very slow service between approx 8p an 11p

Date: 1/2/2017 11:34:17 AM
City/State/Zip: Houston, Texas 77095
Company Complaining About: AT&T

Description
I have had internet connection with AT&T for about 9 months. For the last few months, about 6, my internet speed goes down between the times of approximately 8p and 11p almost every day. It slows down where it unusable. I have an 18MB connection; at times of slow down speedtest.net shows 1 - 2MBps and sometimes as low as 0.17MBps.
I've contact AT&T various times and they've sent technicians. No one has been able to resolve the issue. I am unfortunately still in the year-long contract with three months left.
I would like my connection speed to be fixed and for it to stay consistent throughout the day (especially at the time when I need it the most, ie evening) or I be released from the contract without penalty, and be compensated for the lack of proper services for the six months.
Ticket: # 1375602 - very poor internet (verizon)
Date: 1/2/2017 11:45:19 AM
City/State/Zip: Northeast, Pennsylvania 16428
Company Complaining About: Verizon

Description
Having very poor internet connections when having wet weather, a lot of people have having the same problem and are getting no results. Need this matter looked into!
Ticket: # 1375776 - Internet Service

Date: 1/2/2017 2:09:12 PM

City/State/Zip: Goldendale, Washington 98620

Company Complaining About: Centurylink

Description
I pay Centurylink for DSL online access. It is pretty slow and at least 2x week I can't get online at all. The company has told a couple of my neighbors that they have tried to put too many customers on their lines.
Ticket: # 1376278 - Comcast - Connection Speed Issue/ High Network latency

Date: 1/2/2017 8:11:46 PM
City/State/Zip: Bowie, Maryland 20716
Company Complaining About: Comcast

Description
Comcast Cable connection speed is below USA average, the connection keep drop off, the high network latency, I have a DOC3. Modem is pretty good, but the connection is terrible, I am paying very high price for 200MB speed, which is super blast, and I am only getting 4 Upload and 1.5 download, tested with speed test, and various online connections, I can't play one device on stream-video because the connection is terrible, very poor service, I need help to fix this situation very quick.

-Poor quality of speed
- High network latency
- Service its not reliable.
- Put couples of tickets without any resolution of the issue.

Please help me on this matter.
Ticket: # 1376537 - Ritter Communications' Internet Service

Date: 1/3/2017 12:02:13 AM

City/State/Zip: Atoka, Tennessee 38004

Company Complaining About: Ritter Communications

**Description**

Company is consistently "repairing" or "updating" services yet we in Atoka, TN and surrounding areas are being charged high fees for inconsistent service without many choices for other providers. Service is not at speed for which we are paying. There are numerous times when internet is down completely but we are not compensated for in monthly bills.
Ticket: # 1377098 - Sprint Throttling
Date: 1/3/2017 12:48:47 PM
City/State/Zip: Sunnyside, New York 11104
Company Complaining About: Sprint

Description
Found out that Sprint has been slowing down my data speed since October 2015. I was unaware of this happening until Sprint Advanced Tech Support informed me of this on 12-31-16. They try to justify that they weren't throttling, that they were prioritizing. Then said because I have high data usage on an unlimited data plan that they have the right to slow my data down after 23G data used.
Ticket: # 1377254 - Poor internet
Date: 1/3/2017 1:41:00 PM
City/State/Zip: Forksville, Pennsylvania 18616
Company Complaining About: Frontier Communications

Description
Slow speeds, constant disconnects, work orders closed without resolve, constant conflicting excuses, ongoing for year and half.
Ticket: # 1377694 - "Broadband"
Date: 1/3/2017 3:54:20 PM
City/State/Zip: Nine Mile Falls, Washington 99026
Company Complaining About: Centurylink

Description
Century Link charges me a monthly internet access fee for what they define as "Broadband". This is ludicrous. My speeds tests have never exceeded 1.25 Mbps, and are frequently in the 300 Kbps range.

I have been told by a Century Link sales representative in my area that all of the bandwidth has been allocated, and there is nothing left. Some customers are fortunate to have 5 Mbps, some 3 Mbps, and the rest of us get 1.5 Mbps.

I often see Century Link advertise speeds that are now reaching 40 Mbps, if you are in the right area for this. I know the demand for better speeds in my area exist, yet they continue to ignore those of us in rural areas. Century Link states that this is what I agreed to when I signed up for their service 5 years ago, that the area is currently at full capacity, and that they have no plans for an upgrade in this area.

How is it that they are able to continue to provide "broadband" service for new customers here, when they claim to be at full capacity?

Who defines "broadband"? If my connection is considered to be broadband, then perhaps the term should be redefined.

As more services are being offered through the internet, more bandwidth is required. I cannot stream videos, cannot subscribe to Netflix, my VoIP phone only works if all phones have WiFi turned off. Firmware upgrades on my television and other devices fail due to slow internet speeds. My computer cannot be updated because of my slow access speed. And I see now that I can no longer access my security camera via the internet due to Century Link's failure to provide a consistent connection. My camera has been working, although intermittently, for nearly two years.

I have tried HughesNet, but it is not compatible with my VoIP, besides there being no improvement in speed. Ptera, a wireless carrier, claims they cannot get a signal to my house, yet I am surrounded on 3 sides by current customers of theirs. Verizon Wireless has implemented a program for residential internet using their cellular towers, but that is extremely expensive.

When can citizens expect some sort of minimum internet access speed everywhere there is cable? We should join the ranks of third world countries where the term broadband actually means something.

This has been an ongoing problem for years, and I do hope that Century Links monopoly will cease and desist immediately.

Thank you for your consideration, and I look forward to your response.
Sincerely,
Ticket: # 1377899 - Internet - Latency Test Failed
Date: 1/3/2017 4:58:34 PM
City/State/Zip: Atlanta, Georgia 30324
Company Complaining About: Comcast

Description
I failed to pay my bill on time (it was my first month in service) because auto pay wasn't set up. I set up auto pay and paid the bill. When the service was reinitiated, I began to experience latency issues. Internet will connect, disconnect. Modem will not maintain a connection. Variable speeds from 0mb / 2mb / 100 mb, to no connection. Comcast wants to charge me for a technician to come out, claims its the equipment. It is not the equipment. I have tried a hard connection, reset and powercycled everything. Ran numerous diagnostics and its a server error on their end.

Speed is inconsistent and less than advertised.
Ticket: # 1378176 - slow internet
Date: 1/3/2017 6:36:45 PM
City/State/Zip: Canton, Georgia 30115
Company Complaining About: Comcast

Description
Our internet is always dropping and/or moving very slow. I have tried to contact comcast via email and it doesn't go through and you can never reach someone by phone.
Ticket: # 1378350 - ISP providing an unusable service for multiple months
Date: 1/3/2017 8:13:14 PM
City/State/Zip: Leroy, New York 14482
Company Complaining About: Frontier Communications

Description
Our isp has been "providing" out home with nearly unusable service for about 3 months now, total internet service outages for 2-5 minutes occurring as much as 30 times a day, when it is not disconnecting the service during periods is also unusable, attached are simple ping tests to google.com and yahoo.com that show incredibly high response time as well as quite a lot of dropped traffic. we have contacted Frontiers tech. support many times over the last 3 or so months.
Description
My internet speed has been very slow for about a month or so. I didn't call in right away because I was hoping it would get right again within a few days. It never did so I called and reported it and asked for technical assistance. After completing two speed tests, the operator said she'd set up a home service call. That was scheduled for Dec 29 between 8-5 (which is a ridiculous window) but then the operator said closer to 7pm which doesn't fall in that window. Around 4:00 an automated call came in saying they were rescheduling for Dec 31- between 8:00-5:00 again. I called at 5:00 and was told the ticket was still open yet no one could tell me when or if they were coming. I waited until 7:30pm. No call no show. That in itself is awful customer service!
My next call in led me to telling them I wasn't taking more time away from work only for no one to show up so the operator understood and said what time could I be home mon or tues. I said no earlier than 3pm but please call my cell first which she assured me would be done. Monday came and left. At 4:30ish on Tues I call to make sure I'm still on the list. They tell me someone already came out - at 10:00am! Ridiculous! No one called me in advance at the cell number I've confirmed EVERY time I call and it wasn't at a time we agreed to! Now that person is telling me how slow my package is, etc. funny how it was fine with Verizon. And why would Frontier sell something that's so bad??
So even now I'm told it'll be Thurs before someone can come out - this is now one week later. And I'm not holding my breath and I'm not taking time off work to wait in someone who won't show. I told the operator today that I should not be charged for this service I can't use. She said I won't be charged since I first called in. That's probably inaccurate too. I'll deal with that later.
I'm tired of this service and wish there were other options. I'm appalled by this awful customer service!
Ticket: # 1378497 - Internet problems
Date: 1/3/2017 9:56:08 PM
City/State/Zip: San Juan., Puerto Rico 00924
Company Complaining About: Claro, Pr

Description
Inconsistence in services. No speed as promised. No service most of the time
Ticket: # 1378638 - Time Warner Cable not providing service advertised.
Date: 1/4/2017 12:01:16 AM
City/State/Zip: Van Nuys, California 91406
Company Complaining About: Time Warner

Description
For the six years we have lived here Time Warner has provided an internet connection that reliably attains less than half of the speed they advertise the package as reaching, with speeds during peak hours dropping to as little as 2-3 mbps down. After years of attempting to have the issue resolved via the Time Warner technical support system and two FCC complaints that Time Warner has done nothing about, I am left wondering what recourse I am left with. There are no other high speed internet providers in my neighborhood so I am at the mercy of a monopoly.
Ticket: # 1378688 - Inconsistent or speed less than advertised

Date: 1/4/2017 2:11:46 AM

City/State/Zip: Linden, California 95236

Company Complaining About: Frontier Communications

Description
I am frequently experiencing speeds in the evening of around 1 MPS. I should be receiving up to 7 MPS. Calls to Frontier have not resolved issue. See attached speed log.
Ticket: # 1378808 - Slow speeds & service outages
Date: 1/4/2017 9:29:36 AM
City/State/Zip: Monroe, Georgia 30655-8525
Company Complaining About: Windstream Communications

Description
Windstream continues to provide extremely poor service, and in our service area there is no other choice. I thought the FCC mandated that there had to be two providers in every service area, this is not the case in Monroe, GA. I Beautiful
Ticket: # 1379548 - Comcast customer service and misinformation
Date: 1/4/2017 2:21:44 PM
City/State/Zip: Plantation, Florida 33317
Company Complaining About: Comcast

Description
I recently moved my Comcast internet service to my new address. Even though I was using the same provider, was under the same plan and was using my same modem and router I started having problems since the first day. I own the modem and router, I don't lease it from Comcast anymore because after issues with the leased one was advised by a technician that came to my place that purchasing a better one would improve service. Since the move I had to call on 3 separate occasions due to lack of service. I was told that my modem was at end-of-life and no longer supported updates, which would explain the difficulties. I bought fairly expensive equipment a few months ago, this is quite upsetting but will have to deal with the consequences of technology upgrades. The last representative I spoke to on Sunday January 1st told me to go to the Comcast store where I could exchange it for a newer one at no cost. I did not request this, it was offered. I asked this representative several times whether this was a lease or if there was a cost associated with this because I did not intend to lease equipment from them. She assured me that there was no cost and it was to replace my own, not to lease.
I took the time and gas to go to the store located on [b] [6] There I explained the whole situation to a very rude representative named Mauricio. After some wait time he came back with new equipment and send me my way. Before I left I asked whether there was a cost and very disrespectfully he responded 'Of course, it's a lease', oblivious to everything I had told him. He continued responding to my questions with more disrespect and rudeness and proceeded to cancel my account.
I did not ask for a replacement, was offered one. If this representative at the store could not do what I requested he could have explained that and not make me waste more of my time to then expose me to sarcastic comments and rude behavior from someone young enough to be my son.
The biggest issue is that Comcast can get away with rudeness and less than advertised speeds in their internet because they are the only provider in the area where I live now. So after being mistreated by this company the only option I have if I want to have service at home is to spend more money in new equipment and continue giving my business to them.
Ticket: # 1379954 - Frontier tv and Internet
Date: 1/4/2017 4:20:04 PM
City/State/Zip: Keller, Texas 76244
Company Complaining About: Fairpoint

Description
Since Frontier ha taken over for Verizon we have had numerous problems. The Internet constantly goes out and while watching tv it will freeze up. If you try watching on demand rentals or purchases they are pixelated. We've called Frontier on numerous occasions about the problem they always have an excuse, or they'll day they are rebooting and sending new signal. However, as soon add you get off the phone with them the same thing keeps happening. I've made countless calls to their tech support and to the office of the president about these issues. In one occasion the tech wanted to walk me through going outside and opening the box on the wall and do my own work.. I then explained to him I'm not a technician nor do I know what I'm doing. He then told me well I'll walk you through it. I explained to him no because once again I'm not a technician to be messing with these kind of things. So he said he fixed the problem after being on the phone for over an hour. Well, the Internet went out again I had to keep calling back with long wait times to even get anyone on the phone and when they did come on the phone and you explain what's going on they tell you they will try this and that and it should be working again. They told me they'd put a work order in and I'd just have to deal with it the whole weekend. Well when Monday came the technician never showed Internet still going out, tv all freezing up. I called the office of the president was on hold for over an hour before she got the tech team on the line because she said that they had to put in a work order. She kept coming back and forth on the line telling me she was still waiting didn't I just want to call back?? I told her no I'd like the problem to be fixed and my account credited back for the time we aren't ankle to use our service. And before this another tech speed up at our house saying he had an order to put in faster Internet speed 150/150 as we currently have 75/75. I asked him well who put that in because I've not. He didn't know so he said he'd call in to keep my services the same, as he was doing that I called the office of the president back and told them what he'd said. They informed me they couldn't tell me who put that order in because of propriety reasons. I explained to him he could because it's my account and that the whole reason of a pin number. He said he'd look into it and call me back. When he called back he said he didn't see a work order to up my Internet speed and he had no idea why the tech was here. So the tech tried fixing the issues we have been having. Was here for about 2hrs. Then another tech showed up with him at the house so now there's 2 techs at my home. Needless to say they said they fixed the problem by putting a amplifier on my modem coax 2 way. Well, as soon as he left I text him and told him my Internet was out again and that the tvs were freezing up again as well. I got no response, v this went on for the whole month of December I've documented who I've spoken with and keep calling in and it seems like they never fix the problem. A tech was just here yesterday 1/3/2017 because of the work order we put it and said he fixed the problem but, once again tv are all freezing up and Internet is constantly going out. They say they will not release the lines in our subdivision so we can get other providers just like Verizon wouldn't. We have fiber optic and you'd think the service would be better. We did not have these issues with Verizon it was not until Frontier took over. We live in the Timberland Estates Subdivision off Keller Haslet Rd in Ft. Worth texas. But across the street from us the other subdivision can have whomever they want and down the road at the other subdivision so we just aren't understanding why they won't release the lines so we can get better service to. I mean what are we paying for when our service is constantly going out and you've
got to keep unplugging and rebooting things and calling in to have long wait times and the same thing keeps happening?? It's a never ending cycle. If you gave me an email address is be happy to invite you to our next door app we have for our subdivision and the surrounding ones and you'd see all the complaints on service. How it keeps going out and they don't help. It's one viscous neverending cycle. We are praying that you will be able to help us. If they can't give us what we are paying for then how do we as homeowners get them to release these lines to another provider that can?? We are tired of paying these bills and having to call in with constant battles, to get a credit on your account you've got to wait till they fix the issue. If I need to redo my complaint and give exact dates, times and names I've got those readily available as well. I also have my phone records to show just how much we've been having to call them. I'm getting ready to call them again now because Internet went out 10 times yesterday and is still going out today and tv all keeps feeding up while you're watching it. Please help thank you in advance for your time and attention to this matter.
Description
This is the 2nd complaint that has been filed for an issue at our facility located at [redacted].

We’ve made several attempts to resolve this issue internally and have found the problem on the Frontier Communications side of our connection. Frontier has made no attempts to resolve this issue outside of phone calls and attempted on property visit with a tech that had no idea what was happening.

This has been going on for 5 months now.
Ticket: # 1380142 - Internet periodically goes out. Speeds not as told and paying for

Date: 1/4/2017 5:23:27 PM
City/State/Zip: New York, New York 10009
Company Complaining About: Charter

Description
plus they lie about fees and what not. see previous reports
Ticket: # 1380323 - Internet Speed
Date: 1/4/2017 6:35:42 PM
City/State/Zip: Greenbrier, Arkansas 72058
Company Complaining About: Windstream Communications

Description
Pay $68 a month for what was supposed to be 3 MB download speeds but have not once received that speed. I frequently test my internet speed using websites such as speedtest.net and on a good day I get 1.4 MB download. Most of the time however the speed hovers at or below 1 MB download. The upload speed doesn't even register. I'm the only one who lives at the house and I have a minimal number of devices connected at one time so it's not that the connections is being spread thin. If I can manage to make my $68 payment each month I would like for this company to be able to give me the 3 MB download speeds that I am supposed to have. They are no other wired internet providers in my area so I'm stuck with this subpar service unless I'm able to get some help from you guys. I have attached a copy of an invoice for your convenience. Thank you.
Ticket: # 1380375 - Time Warner Cable throttling internet
Date: 1/4/2017 7:08:47 PM
City/State/Zip: Kernersville, North Carolina 27284
Company Complaining About: Time Warner

Description
My ISP continues to throttle my "Unlimited" internet service EVERY month. Each time I have to call to get it unthrottled, it is then magically fixed while I am on the phone. My speed is advertised as 50mbps, 2-3 weeks after each call it goes down to 12mbps, only unlocked when I call. I reset the modem and router multiple times and this never fixed the issue unless I happen to be on the phone with them complaining.
Description
For the past year or so we have been experiencing problems with our internet service. Our previous speed was 5MB but we would a lot of times only get 1or 2MB. We have upgraded to get 10MB in the past week but now we are only getting 7MB lots of the time and it drops to 6MB or less and also just to 0MB therefore, interrupting our service.
We have contacted our service company and while they have visited our home to "correct" the issue it still has not been solved and we feel we are getting the run around to have it fixed.
Description
I have had multiple issues with Windstream. It seems that things are fine for a little while but then something goes wrong with our service again. Our bills are paid in full so there are no issues there. I have had several tier 2 and above technicians come out with no luck, regarding having a more permanent fix. I am tired of this back-and-forth and never being able to rely on our service provider. Unfortunately there are no other options but if my family had a choice we would definitely cancel Windstream as soon as possible I currently have a ticket in and it will be a little over a week before my issue is even looked at. This is unacceptable as I personally have online studies and a small business. I rely on my Internet to be functional. The technicians that have come up to my home do seem knowledgeable but I am just extremely frustrated with not being able to rely on the Internet service that I pay for.
Ticket: # 1380702 - Slow internet speed between 6pm-12am

Date: 1/4/2017 9:56:03 PM
City/State/Zip: Billings, Montana 59106
Company Complaining About: Charter

Description
Between 6pm and 12am my internet speeds run between 3-8mbps when I pay for 60mbps. I have tried hardwiring to my modem with the same results. When ever I contact Charter they tell me that I connect to the local office at 60mbps even though I can't watch Netflix when they only require 5mbps. Being able to connect to the local office at 60mbps doesn't mean anything if the connection out of that office is too slow to handle the traffic. I usually do speed tests all across the west coast to larger cities and average 5mbps. Some loss is to be expected but 90%+ speed loss is abnormal. The fact that I connect to the local offices at 60mbps shows that the problem doesn't involve my hardware it is Charter but they do not fix their side.
Ticket: # 1380863 - Slow internet speeds.
Date: 1/5/2017 1:51:27 AM
City/State/Zip: San Antonio, Texas 78251
Company Complaining About: Time Warner

Description
This happened some time around July 2016.

First, for whatever reason TW decided to put our internet/cable ped directly in the yard behind us. Their dog chewed through the cable on a Thursday morning. They sent a tech to "replace" the wire but could not get through because of our neighbor was not home. It took them about a month to finally get some managers to bury the line and add conduit.

Secondly, after TW switched to spectrum, our internet speeds drastically decrease at night. Making it impossible to do my graduate work. I have read the same problems with other members in my area. TW/S has failed to provide us with a solution.
Description
I pay for 30M of internet services and have consistently been getting 13M. I have had many tickets issued and techs come out. Most of the time when I call in a trouble it is when the service is completely out. Tech came out on 1/3 to resolve the 1.2M issue and got me up to 12.5M. My complaint is that I am not getting anywhere close to what I am paying for. Today they offered me a $10 credit.
Ticket: # 1382163 - Comcast Internet Service
Date: 1/5/2017 4:44:15 PM
City/State/Zip: Albuquerque, New Mexico 87120
Company Complaining About: Comcast

Description
I am a Comcast customer in the Albuquerque, NM area. I have Comcast as my internet provider. I have been with them for several years and continue to be amazed at how they fail to provide a consistent and economical product. I have had continued problems with keeping a solid connection and consistent speeds. I experience severe lag, data loss, drop in speed and the cost continues to rise even though the service does not improve. It is becoming more difficult to afford even the basic broadband service and they are the ONLY company in the area that offers broadband service. The only other company in the area for residential service that I am aware of, is Century Link, which is DSL and that service is even worse, as I have also tried them. Comcast has created a monopoly and is forcing residents to subscribe with them at a rate higher than market value and yet provides a below average product. The minimum amount for basic service, at a promotional price, is $60 plus tax and equipment rental and that is for a 25 Mbps service. The next product is a 100 Mbps service, which is $80 plus tax and rental. When you try and get the promotional price, which on their website is not stated as such, you have to have a bundle of TV or phone service or both. When you are someone on a fixed income that is disabled and use the internet a lot and has become almost a necessity, this is very expensive. Why are there not more choices available and why is Comcast allowed to hold all the cards and charge what they want?
Description
This has been an ongoing problem for me and several of my friends and neighbors in my area. Our internet will just stop at random times. Sometimes for a minute, sometimes for several hours. Our internet speeds are quite often very slow for short or long periods of time. When Consolidated is called, they set up a service visit, sometimes several days away, and when they arrive (if they do) the service will be working at that time. "No problem found" I have complained through the comment section of their Facebook page ad and they delete my comments, every time.
Description
Since October of 2016 my internet speeds have been significantly less than previously without a change in plan. I have contacted their customer service numerous times via phone and internet chat with resolutions provided not lasting greater than 24 hours. When I contact now I am disconnected prior to conclusion of service contact.
Ticket: # 1383118 - Verizon internet speed issues
Date: 1/6/2017 10:13:07 AM
City/State/Zip: Brooklyn, New York 11230
Company Complaining About: Verizon

Description
I am having issues with my internet speed. I'm paying for 15 Mbps but in the morning its drops down to 1 Mbps. Verizon sent a tech that said there is nothing wrong yet I’m still losing my speed. The tech tried to get me to go with FiOS. The tech tied to talk me into getting a higher speed for more money. I'm not working and I don’t have the money to switch service and it's more expensive. My speed comes back around 3:00 pm each day. I'm not running any other devices when I check my speed. I want the speed I’m paying for to work properly.
Ticket: # 1384234 - Fronteir Internet, Sistersville WV

Date: 1/6/2017 4:55:55 PM

City/State/Zip: Sistersville, West Virginia 26175

Company Complaining About: Frontier Communications

Description
Internet service at our residence is very poor. It is limited on speed and very unreliable with outages experienced nearly daily. Multiple attempts at resolving the issue with Frontier have been unsuccessful.
Ticket: # 1384500 - Slow and intermittent Internet service

Date: 1/6/2017 6:49:12 PM
City/State/Zip: Montgomery, Texas 77356
Company Complaining About: Consolidated Communications

Description
Our internet service has consistently dropped on and off for months. After complaining on their public social media page, my comments are deleted, and now I have been blocked from public comments on that page.
Ticket: # 1384773 - DSL service
Date: 1/6/2017 10:31:48 PM
City/State/Zip: Cataula, Georgia 31804
Company Complaining About: AT&T

Description
For several years Bellsouth or AT&T dsl service was good, but lately either it is sometimes slower than dial up or cannot even reach the internet before it times out. I have tried today to download an 81MB file and it has failed six times from either freezing or showing network error. There is no excess of users on the internet at my home. I have complained to AT&T several times without any improvement. Although AT&T does not provide anything that is a reasonable speed DSL service they sure charge 100%. They will not furnish anything else at my address such U-verse or higher speed DSL. I have heard that AT&T will not furnish DSL to any new customers.
Ticket: # 1384811 - Comcast customer service/service quality

Date: 1/6/2017 11:27:41 PM

City/State/Zip: Canton, Illinois 61520

Company Complaining About: Comcast

Description

I have been having continuous problems with the quality of my service and every time I try to get it handled over their customer service things get messed up even more or, like the most recent occurrence, they actually hung up on me. I've reached a point I don't know what to do to fix my issues. I pay 80$ a month for Internet that is less reliable than the data that streams over my phone.
Ticket: # 1385325 - Poor internet and customer service

Date: 1/7/2017 3:56:23 PM

City/State/Zip: Sanford, North Carolina 27330

Company Complaining About: Windstream Communications

Description
For the past 3 years I've been reporting issues with the internet service provided by Windstream, they always do something, works for a few days and goes back to speeds below 1Mpbs and customer reps are rude most of the time when reporting the issue.
Attaching latest speed test done on Jan 7, 2017 at around 2:30pm
Ticket: # 1385516 - att&t internet services
Date: 1/7/2017 8:13:19 PM
City/State/Zip: Fresno, California 93704
Company Complaining About: AT&T

Description
(b) (6)
Ticket: # 1385608 - Re: Rise Broadband

Date: 1/7/2017 10:37:34 PM
City/State/Zip: Early, Texas 76802
Company Complaining About: Rise Broadband

Description
This is a follow-up to your previous request #1293436 "Rise Broadband"

Same issues continue. An attempt was made to contact me while out of town for holidays. Father answered and told them to call back on 4th. I did not receive a call on the 4th and contacted on the 5th. I was told the ticket was closed. It should be reopened. Tech was supposed to call again the next day (6th). Never received that call.
Ticket: # 1385620 - internet not what its supposed to be
Date: 1/7/2017 10:52:46 PM
City/State/Zip: Brooklyn, New York 11206
Company Complaining About: Time Warner

Description
I have internet service with Time Warner Cable/Spectrum and ever since I changed over to spectrum my service is not the same. It is slow all the time I don't use many devices in the home and its only 3 people that live here currently. Its always buffering ever since I no longer have television service with them. I don't believe the speed they claim I have is what I am paying for and should be corrected so that I can have the full service that I am suppose to have. Can you help me with this please.
Ticket: # 1385627 - Ritter Communications
Date: 1/7/2017 11:02:48 PM
City/State/Zip: Munford, Tennessee 38058
Company Complaining About: Ritter Communications

Description
It has been over a month now and Ritter communications has yet to fix their connection issues. I have talked to other customers about this issue ans they have had the exact same experience in the past month. This is starting to get out of hand, and all Ritter says to do when I contact them is to call them, and every time I call them, they give me the same run around as always, and never fix the problem or even bother to check. They say if they have a technician come out and look over everything, if said technician doesn't find a problem, I will be charged a $50 service fee. They ask me when I call if the internet is down, and they close two hours before this starts, every day.
Ticket: # 1385661 - Overpaying, Extremely Slow, and simply not suited for today's standards
Date: 1/8/2017 12:12:35 AM
City/State/Zip: Grandview, Indiana 47615
Company Complaining About: Exede

Description
We pay way too much for what we are getting. After less than a week of giving us nice high speed internet they cut us down to horrendous speeds that make something like Googling or checking social medias a long drawn out process. Practically dial-up speeds. It's clear that they can give us high speeds because they've done it before. We would pay for an "Unlimited" package but our provider refuses to offer it because they can make more money by not offering it. We cannot advance with the rest of society because we cannot binge Netflix, we cannot video chat with distant friends and relatives, and we cannot even keep our phones and computers up to date.
Ticket: # 1385682 - Windstream terrible service
Date: 1/8/2017 1:20:26 AM
City/State/Zip: Murfreesboro, Arkansas 71958
Company Complaining About: Windstream Communications

Description
I've been a windstream customer for at least 4 years and have been receiving horrible service I have been told several times that I'm in a low latency area or that it's a problem on my end.
Ticket: # 1386018 - Frontier Service
Date: 1/8/2017 5:59:08 PM
City/State/Zip: Lynnville, Indiana 47619
Company Complaining About: Frontier Communications

Description
Service is intermittent and cuts out repeatedly during the day. Our modem has been having issues and Frontier does not have the resources to send a technician out within a week.
Ticket: # 1386170 - Inconsistent Connection Speeds, and no resolution from support
Date: 1/8/2017 10:51:00 PM
City/State/Zip: Charlotte, North Carolina 28210
Company Complaining About: Time Warner

Description
Multiple visits by technicians to hear there is nothing the see wrong on the line. Issue is intermittent, but definitely something that exists. Download speeds of under 2Mbps, ping times over 10-15seconds. Can happen multiple times a day and last 10-15 minutes (sometimes longer, more frequently, or less frequently). Power cycling devices has no impact. Connection method (wired vs wireless) has no impact.

Current speed test: https://speedof.me/show.php?img=170109025022-448.png
Ticket: # 1386445 - Internet is often down and often slow
Date: 1/9/2017 10:51:54 AM
City/State/Zip: Hendersonville, North Carolina 28739
Company Complaining About: Morris Broadband

Description
Service is often not working at all, and when working is well below the speeds I purchase each month.
Ticket: # 1387798 - poor to no service
Date: 1/9/2017 6:28:33 PM
City/State/Zip: Clarksville, Tennessee 37040
Company Complaining About: AT&T

Description
uverse service which provides digital phone and internet constantly goes in and out and internet speed is to low I have complained numeriouse times with no results
Ticket: # 1388008 - internet connection
Date: 1/9/2017 8:35:46 PM
City/State/Zip: Decatur, Georgia 30034
Company Complaining About: AT&T

Description
I have contacted AT&T 4 different times in regards of the speed of my internet. I can not get through to an US customer service. Every time I call I reach someone in a third world country and can not understand their language. I have asked for a supervisor, they refuse to put one on the line. For two weeks, my internet connection has been poor and I am unable to speak with my service provider in regards of the speed of the connection. All I ask for is assistance from someone in the US who can speak English.
Ticket: # 1388080 - throttling upload speeds
Date: 1/9/2017 9:38:42 PM
City/State/Zip: Round Rock, Texas 78665
Company Complaining About: Time Warner

Description
Ever since Time Warner Cable and Charter merged, there has been a major issue in all areas of Austin with their routing. This causes inconsistent upload speeds, especially when attempting to use port 1935 (RTMP).
Ticket: # 1388171 - Centurylink inconsistent speeds
Date: 1/9/2017 11:00:54 PM
City/State/Zip: Ben Wheeler, Texas 75754
Company Complaining About: Centurylink

Description
Centurylink has been unable to provide proper services. Our family is currently paying Centurylink for 10Mbps down and 1Mbps up, and we are not receiving the said speeds. It's been more than 3-4 weeks since we have contacted Centurylink only for the company to take their time to "help" with the problem. Our current speed test are shown with only the testing computer connected to the internet through Ethernet. We have been paying roughly $75~ for these inconsistent speeds. The company only seem to delay the issue. I will continue to speak with the company but we need them to fix the issue.
Ticket: # 1388189 - Painfully slow internet speed
Date: 1/9/2017 11:19:03 PM
City/State/Zip: Billings, Montana 59105
Company Complaining About: Charter

Description
[Redacted]
Description
Ritter consistently has internet speeds 50-80% less that what I pay for and has never once made an effort to adjust my bill or correct the issues they have publically admitted to. I pay for 50Mbps and only see 25Mbps or less the majority of the time. This complaint is a combination of speed, billing and availability. They have really really dropped the ball with their customers in West Tennessee.
Ticket: # 1388363 - Charter internet
Date: 1/10/2017 9:02:01 AM
City/State/Zip: Billings, Montana 59101
Company Complaining About: Charter

Description
The internet is always going off line. The speed is no where near what it should be and when you call customer service they are no help
Ticket: # 1388604 - Internet Slowdown

Date: 1/10/2017 11:14:27 AM
City/State/Zip: Billings, Montana 59105
Company Complaining About: Charter

Description
Every night between 6 am and 7 pm, my internet speeds slow dramatically from the normal 60 mbps to 7 mbps or lower. Each time I contact Charter Communications, they have me test using their servers and the speeds are as they should be. I was advised the problem was with my router, which I have since replaced and still have the same issues.
Ticket: # 1388968 - Spectrum Inconsistent speed results in the consumer’s communication access being denied.

Date: 1/10/2017 1:09:57 PM
City/State/Zip: Kissimee, Florida 34743
Company Complaining About: Bright House

Description
(CTR 384) The Consumer states that from the time Spectrum takes over Bright house then it goes downhill and this impacts on the quality of her broadband access and ultimately her VRS facility. The Download speed is 70mbps and upload speed is 6mbps. This definitely has a big impact on her ability to place VRS calls and consequently, her communication access continues to be denied in her residence as a result. The Sorenson VRS installer had to intervene on her behalf and he called me using his mobile phone to call me and we were engaged in VRS VP Point to Point Conversation. I tested calling the consumer at her VRS number and the Sorenson VRS installer demonstrated and I was able to see everything during our VP Point to Point call. At my end, my VP is ringing waiting to be connected to this consumer’s Video Phone and yet, at her end, she doesn’t see her VP ringing and when I hang up to stop it ringing and that’s when she sees a missed call from me. So with that being shown, her communication access is evidently denied. This causes the consumer to be concerned if she is able to place VRS calls during the time of emergency. The consumer along with the Sorenson VRS installer described their experience with Spectrum as being bad and the lack of sensitivity in accommodating to her unique communication based on her disability are definitely felt. The Spectrum Customer service people were said to be extremely dismissive and they keep insisting everything is alright despite the contrary evidence.

The Consumer wishes for Spectrum to reexamine the situation and come to resolution on that. The consumer also wishes to have site survey done. Also, the consumer is of the opinion that Customer Service people must take sensitivity training especially in handling disabled consumers and the likes.
Ticket: # 1389661 - Comcast Business Circuit Complaint
Date: 1/10/2017 4:39:32 PM
City/State/Zip: Wyomissing, Pennsylvania 19610
Company Complaining About: Comcast

Description
Deceptive Business Practices
Ticket: # 1389999 - Constant disconnects/slow speeds

Date: 1/10/2017 6:33:28 PM

City/State/Zip: Pipestem, West Virginia 25979

Company Complaining About: Frontier Communications

Description
We've been trying to get Frontier to fix the constant disconnects, but today I was told there is nothing they can do because I live in a "high demand area" which is very rural, and does not have a high population. The internet constantly disconnects and reconnects, nothing can really be done on it. Today the rep agreed with me saying that I was pretty much going to have to pay for a service that doesn't work. They need to at least repair the lines in their rural areas.
Ticket: # 1390101 - Taking care of the people.

Date: 1/10/2017 7:17:00 PM

City/State/Zip: Columbus, Ohio 43211
Company Complaining About: Sprint

Description
I am trying to be charged for something I didn't do. And im hung up on and spoken to very poorly. My 4G data is never over 1.3mbps. And my bill increases every month and nobody can tell me why.
Ticket: # 1390318 - Email disruption/slow speeds
Date: 1/10/2017 9:27:22 PM
City/State/Zip: Billings, Montana 59102
Company Complaining About: Charter

Description
Our internet service is constantly being disrupted. Everything will work and then cut out for 5-10 minutes at a time. This happens constantly. Our speeds are slow and videos take forever to buffer and load.
Ticket: # 1390347 - Failure to fix speed issue
Date: 1/10/2017 9:51:48 PM
City/State/Zip: Odessa, Texas 79763
Company Complaining About: Reach Broadband

Description
I initially called my is on 12/17/16 to inform them my upload speed was very slow. I had to call back on 12/20/16 due to them not calling me back. At that time they setup a service call for 12/23/16. The technician came out and I advised him that the speed was up and down. He ran 1 speed test and it was within range and left. He said to call him if it went down. 10 minutes after he left it went down again, I called him back and he said to call customer service. Customer service was closed, when I informed him of this he told me that he had already left and basically not his problem. On Tuesday 12/27/16, I again called customer service and was informed that the tech had closed to work order. I informed them of what had happened and so they reopened the work order and setup another service call for 12/29/16. That morning the tech called that morning and said he had reset something and we should be working. I checked and we were not working, I called the tech back who sent out a different tech to try to change the modem. This did not work, he called the original tech who said he would have to come out. We received a call the morning of 12/30/16 that a tech would be back out that day. A tech never showed up, we tried to call the technician but did not get a response. I called customer service once again on 01/03/17. I was informed that the technician had closed the work order as fixed on 12/29/16. I advised them that he had not corrected the problem. And had not even come to my house. Another service call was setup for 01/05/17. No tech showed up, when I called I was advised that I had benny moved to 01/06/17. Still no tech showed up. The time for the service call is 8-5 and someone has to be home or the tech will not come by. So both of these days we were at home waiting for a tech that never showed up, nor did he or customer service call us to let us know. I called customer service on 01/09/17 to ask why no tech had showed up and they could not give a straight answer, they were guessing. So another call was setup for today 01/10/17. Again no tech showed up, no calls, we were told if he did not show up to call customer service back as they are open until 7 pm. I called at 5:30 and 6pm and just get the after hours answering service. I made my payment for both December and January, I was told I would see my credit on my February’s bill. I have not had service since 12/17/16, and tech have not fixed anything but keep closing the work order. We are disabled and have the lowest package the is offers, when customer service and the techs ask which speed package we have, they basically try to give us the brush off. My neighbor has a more expensive package and informed me when he calls in he usually gets a service call for that same day. He says he doesn't have a problem with the techs fixing his issues.
Ticket: # 1390365 - Internet speeds dropping drastically
Date: 1/10/2017 10:10:43 PM
City/State/Zip: Bargersville, Indiana 46143
Company Complaining About: Centurylink

Description
since getting internet from century link I have seen drastically slower speeds then what I pay for on repeated occasions.
Ticket: # 1390625 - internet speed
Date: 1/11/2017 9:33:53 AM
City/State/Zip: Oak Hills, California 92344
Company Complaining About: Frontier Communications

Description
internet speed below what I am paying for.
Speed is so slow I can't download the speed test page from frontier.
Ticket: # 1391003 - Internet Issues
Date: 1/11/2017 12:44:14 PM
City/State/Zip: Ciso, Illinois 61830
Company Complaining About: Frontier Communications

Description
He is having trouble with his ISP. It feels like they are being throttled. The issue has been going on for a couple months and nothing is being done by the company. Please address the service issues.
***CTR375-phone***
Ticket: # 1391036 - Issues with Liberty Cable of Puerto Rico Internet service

Date: 1/11/2017 12:51:21 PM
City/State/Zip: Orocovis, Puerto Rico 00720
Company Complaining About: Liberty Cable Of Puerto Rico

Description
During the last few years I have trying to communicated with Liberty Puerto Rico about a continuos erratic Internet signal malfunction calling and writing for service and I have been ignored. I'm subscribe to 5 Mbs but I 'my only receiving 2.5 Mbs when working but don't last long. I experimented poor signal gain, signal drops, low speed, and lots more problems. I'm paying my invoice on time always, although I still not receiving service. I have been writing or calling almost everyday to Liberty to send Speed Test Reports evidence to demonstrate the Internet performance but they always comes with a new excuses and don't believe me ignoring my requests. Although the results are very clear and self explanatory they do nothing and the problem is that there is a two years contract and there is a early canceled fee of $200 no matter the service have been bad since day one. This is not fair for anybody who pay very expensive fee (approximately $70) for a non working service. [continued below]....

Report Attachments:

..... I already lost faith to get this issue solved that I rather preferred to cancel the contract and not keep fighting with them. My health is being affected because I am a disable and this is my best entertainment when my health situation get worst and can't do anything else. I have gave them a lot of opportunities to solve the problems but because the they don't believe me and don't analyze the data I send them frequently showing the speed test results, they says that everything is OK. Please help me solve this problem.
Ticket: # 1391461 - Intermittent Internet
Date: 1/11/2017 3:22:16 PM
City/State/Zip: Houston, Texas 77006
Company Complaining About: Comcast

Description
Over the past few months my internet availability and overall speed has been very intermittent. Movies and live programming on my Roku are regularly re-loading. After detailed troubleshooting of router, modem, coaxial splitters and cables, I've concluded this is an issue with my ISP.
Ticket: # 1391505 - AT&T Possible Internet Throttling
Date: 1/11/2017 3:32:51 PM
City/State/Zip: Pensacola, Florida 32506
Company Complaining About: AT&T

Description
It seems that for people on the internet using AT&T Uverse as their ISP, they seem to have trouble on Youtube. In my case, I can't use Youtube at all, when I could just a few hours prior. The videos do not buffer, even after being placed on the lowest of settings, and nothing is functioning. I can however use other websites fine, it just seems like anything involving Youtube or a video is not running at all.
Ticket: # 1391715 - Internet service
Date: 1/11/2017 4:25:50 PM
City/State/Zip: Orangeville, Pennsylvania 17859
Company Complaining About: Frontier Communications

Description
Frontier is our internet provider and the Internet disconnects several times in a day. Frequently we are unable to use the Internet for anywhere from 5-15 minutes at a time. It also buffers or reloads either webpages or movies several times in a 30 minute period. I have been in contact with Frontier at least 4-8 times in the last couple of years and there has not been any improvement.
Ticket: # 1392504 - ISP not Providing Service as Paid

**Date:** 1/11/2017 10:22:46 PM  
**City/State/Zip:** Sumner, Texas 75486  
**Company Complaining About:** Zulu Internet

---

**Description**

So, we had our internet installed in Sept of 2016 at our house. We bought a 12/6 package in order to get consistent speed. The service tower is literally 0.7 miles from my house with direct line of sight to my radio that is on top of my house. I have tired and tired to communicate with these guys (and don't get me wrong, they are nice guys) but in all of my communications going all the way back to the day after they installed. One thing has remained the same, the speed is not there! Most nights I come home try and get online, I am getting like 0.20Mb down. Its jus crazy; I mean during the day, when I am at work I check the speed remotely from my phone and its at 5-9, still not a consistent speed but at least way faster than 0.2Mb!

I am paying these guys $175/mo for a service that has never been delivered. I am just really frustrated because I feel like I am paying away more than the rest of the folks getting service from these guys and here I am getting the short straw because they throttle the speed at night time. Honestly, I don't know what is happening; throttling, their network isn't what they said it was, too many ppl on one tower...I mean, with the average customer paying them $59/mo for 2/1 and here I am paying three times that to get a better speed and I am not.

I don't feel like they are doing the right thing. I have tired and tired to be patient and allow them to fix it. I was promised a 1 to 1 radio, that didn't happen, I was promised the speed would be fixed, that didn't happen. The reality is, they can provide the speed I need for my home, but aren't on a consistent bases.

With no real other options available for internet service; they really have me over the barrel here. I know they can provide it, because I know they could do what they promised with a 1 to 1 radio, but they haven't lived up to that promise. Instead, I am stuck paying way more than everyone else and getting worse service than everyone else, all because there is some huge demand on their system which chokes out the speed to tower where I receive a signal. Then that signal is shared with everyone else paying $59.... And ultimately we are all stuck getting 0.20Mb at night.

Not right; needs to be fixed or else they do not need to be licensed to be an ISP. You either can provide what you said or you cant. I know they can; but they haven't.

They don't have tech support at night for anyone. they all go home at 5.

So it is some mom and pops operation that built a system that cant stand up to what they sold me; because they won't provide the infrastructure they promised would be online with in the quarter.

I am attaching a health report I just did. Again, the speed is here in the morning, but all gone by the time I can get home to enjoy watching a movie, play video games, etc. They need to provide what they promised!
Plus in all honesty, I believe I am due back what I have paid thus far. Or at least 80% of it, because the internet has not at all been even close to what they promised.
Ticket: # 1394078 - Optimum complaint

Date: 1/12/2017 5:09:58 PM
City/State/Zip: Brooklyn, New York 11233
Company Complaining About: Optimum

Description
I pay for high speed internet and cannot get consistent internet service close to what they claim I am paying for currently. I've had numerous visits from technicians who simply tell me there is nothing else they can do. I've asked to speak to a supervisor and have never been put in touch with anyone. I've been told by technicians that a supervisor would follow up with a visit and this was not the case. I have no other options where I live for internet service at a high speed.
Ticket: # 1394618 - Frontier Internet Service Southern Oregon
Date: 1/12/2017 10:29:20 PM
City/State/Zip: Glendale, Oregon 97442
Company Complaining About: Frontier Communications

Description
I would like to bring to the attention, that despite constant promises to work on the issue, our internet goes out at least twice a month, if not more. At these times it can be out for 5 consecutive days. It been out throughout the whole Christmas days, which was 2 weeks ago and went out last night again, came back roughly 9 hours later. The town of Azalea, neighboring town, didn't get it back until this evening. Any small rain storm or wind will take it down. The customer service agents seem very overwhelmed and keep making promises. There is literally no reimbursement for time lost. I work online and can not lose hours over hours a day trying to get it back on, definitely not losing days of service. Everybody here is extremely upset, anybody in Glendale agrees, we are getting promises. nothing ever done. I would also like to mention, that the advertised speed is incorrect. It is at all times always slower. In this case too, we were told they will work on the speed. This started two years ago since we moved here. I must beg you to look into this,

Sincerely [b] (6) [6]
Ticket: # 1394755 - Bad Internet Service

Date: 1/13/2017 2:23:20 AM
City/State/Zip: Glendale, Oregon 97442
Company Complaining About: Frontier Communications

Description
Internet is down a lot of the time and when it is working it is extremely slow.
Ticket: # 1396140 - AT&T Salespeople misrepresented Internet service features
Date: 1/13/2017 4:54:16 PM
City/State/Zip: Knoxville, Tennessee 37920
Company Complaining About: AT&T

Description
Salespeople said internet would be just as fast and more reliable than competitor Comcast, and it is neither. Not only is it much slower than Comcast service, it is FREQUENTLY out for short periods and recently was unavailable for over two days. When I called to complain and ask to cancel, I was told I would have to pay $135 to cancel the service, which was not as advertised.
Description
I pay for 150 mbs download and 25 upload. I get on a good day 85 mbs download and maybe 2.55 upload or no upload at all. No upload kicks me off my xbox one everytime. I had comcast out here 2 times in one week. was told it was a line maintenance issue. so I said fix it. 1 month later still no fix. I can't play xbox one this has been like this from 11/16 to now 1/13/17 called there Executive customer relations office have Crystal H working on it. called 3 time still no call back there number 561-227-3413 ticket number 2822258. help please
Description
internet keeps on lagging and disconnecting for over a week, it is happening a lot in my area.
Description
During peak hours and constant video streaming, the internet connection is cut off or extremely throttled to marginal speeds. Only occurs during Netflix use only. Regular internet use doesn't result in disconnection.
Ticket: # 1396849 - Frontier Fios
Date: 1/14/2017 8:39:32 AM
City/State/Zip: Tampa, Florida 33619
Company Complaining About: Frontier Communications

Description
Since they took over for Verizon in Tampa, Frontier has been the worst company I've ever dealt with, going on 9 months of billing being wrong, their internet speeds are way below what it's supposed to be, and their customer service people have no clue what they are doing.
Ticket: # 1396919 - Poor internet from TDS in Severance, Colorado
Date: 1/14/2017 11:47:44 AM
City/State/Zip: Severance, Colorado 80550
Company Complaining About: Tds

Description
For a little over a month now, I and many neighbors, have not been getting what we pay for. The internet is very slow. I cant even stream a movie and I pay for 60mbps. Even when I do speedtests that show good results, the internet is still acting like dialup. This is the same regardless of what device I use and it doesn't make a difference if I am hard wired to the modem or not. I have replaced my router and tds has replaced the modem. Nothing has made a difference. They have even sent a tech out 5 times in the last month. Every tech has said that everything in my house checks out good and the problem is somewhere with TDS. And given that the techs have all been contractors, they aren't allowed to work on whatever the problem is, apparently only actual TDS employees can. I have spent hours on the phone, and even filed a Better Business Bureau complaint, and they have done nothing. I have no other service options, or I would have switched a long time ago. I think they know this, so they simply don't care. Quit frankly I should be reimbursed for the router I purchased at their recommendation, nor should I have to pay for the service until it is actually delivered as advertised!
**Description**

I have been using frontier net to look for jobs and watch training videos however, if I watch anything over 360P it won't load it takes to long like hours to load a 20 minute training video, I have filed complaints with the company, but they just say they are working on the problem and I still getting slower and slower internet, it's so bad that I can't watch anything over a 240P if that now.
Ticket: # 1397636 - Comcast internet service quality
Date: 1/15/2017 6:49:10 AM
City/State/Zip: Redwood City, California 94063
Company Complaining About: Comcast

Description
I have been trying to get Comcast to address internet connection issues for the last 7 months with no luck. Basically, I pay for a speed of 25/5 Mbps download/upload and rarely get that speed and often get no connection. After 2 visits of technician to troubleshoot cables/connector with finding nothing wrong, Comcast pointed to the modem I use to receive the service. This the same modem that was purchased less than 8 months ago per Comcast recommendation on their web site of approved DOCs 3 modem. I have been calling Comcast on an average of 2 times a month and sometimes more. Basically every 1-2 weeks internet connection either goes down or runs very slow. When I call in, all the technician does is to send a what I'm told a reset or a provisioning command to the modem, then I reboot my router and PC and connection works for another 1-2 weeks, then have to call again. For the last 4 month, Comcast technicians have been telling me that he modem I purchased less than 8 months ago is at "end of life" and more than likely is the reason I'm having this connection/speed problem. Comcast suggested that either have to buy another modem or rent one of their own for $10.00 a month which I felt it was unreasonable to purchase another modem especially when I just did less than 8 month ago based on their web site's recommendation. I find it bizarre that they want to charge $10.00 for a service I pay to receive yet there's extra charge to get Comcast to facilitate the delivery of the service ordered. It's the same reason I purchased a modem in the first place except I was told that it's a risk the customer takes because Comcast keeps on updating their equipment to enhance the service, hence it was safer for me to rent the equipment from Comcast and pay $10.00 extra. All of which sounded as a way for Comcast to overcharge to increase their revenue, especially so when I have been paying for an unreliable service for the last 7 months.

Tried resolving the issue of getting a replacement Comcast modem directly from Comcast for the last 2 months by going through several departments with no luck. Tried filing a complaint with the local county regulating authority and was surprised to learn that the lady I spoke with was well aware of the awful satisfaction level of Comcast service in the area including her own experience without offering to look into the issue and try to resolve it. Instead she suggested I try other service providers instead, really disappointing to get that kind of response from the regulating authority of a service provider.
Ticket: # 1397655 - Throttled Internet Service

Date: 1/15/2017 8:47:36 AM
City/State/Zip: North Branch, Michigan 48461
Company Complaining About: Frontier Communications

Description
Since I bought my home in March of 2016 I have had an ongoing issue with Frontier Communications. I have gone the route of giving them the opportunity to make things right, yet they refuse to do so. I have filed two BBB complaints, both went unresolved.

The complaint is that Frontier is knowingly throttling internet speeds in rural areas of Michigan, and is refusing to do an upgrade that will provide the actual Internet they are claiming to provide. During my first complaint with the BBB I was promised that they would upgrade the area in November of 2016. November had passed, and I filed another complaint with the BBB. When they contacted me after I filed the second complaint the same Office of the President rep told me that it may not get done until the end of 2017, but there is no promise this time.

Since that last complaint my Internet has gotten worse. I was a technician, and now a manager, for AT&T in Michigan. My company sold the technology that Frontier is using to provide it's customers service, so I am aware of how the technology works. I had the Frontier technician for this area tell me that yes indeed they are deliberately throttling internet service in the area due to costs they have to pay other providers to use their backbone.

I took one of our meters home to see what the total signal strength was at my home, and to see how much Frontier was actually throttling, and I was shocked. At the service drop on the side of my home there was a total of 23m of service, yet Frontier will only give me a max of 3m. 90% of the time I am not even getting the 3m, rather I am getting dialup speeds. Their statement to that is is "up to 3m".

Ironically when I called a service rep on the phone she saw the same thing and stated that there should be no problem providing me with more speed. After two hours on the phone with her trying to turn it up she came back on with a very scripted response that her manager will not allow the increase due to "limits in my area".

Since my last BBB complaint I have noticed that our internet will be throttled so low that we cannot perform simple operations, such as opening a webpage. Our modem will stay in perfect sync with no errors, yet it will not load on multiple devices. Frontier can try to blame what they like, but I have worked in this industry for 15 years, and I know a thing or two about what they are doing.

I believe Frontier is intentionally throttling my internet even more due to my complaints against them. I feel they are attempting to make me cancel service with them. Frontier knows that they are the only provider in the area, and do not care about providing a service that works, nor do they care about their customers. They have had multiple complaints, and law suits against them for their actions.

I have provided a picture of signal readings at my home that show that they are intentionally throttling service to their customers and will not upgrade them. I should also note that they are charging
$34.99 a month for what they are claiming to be "High Speed Internet". They do offer a discount of $5 off of that if you sign up for auto pay. This I don't feel is right either.
Ticket: # 1397761 - Verizon Failure to Help
Date: 1/15/2017 1:02:18 PM
City/State/Zip: Staten Island, New York 10314
Company Complaining About: Verizon Wireless

Description
Hello, I'm a using Verizon as my internet provider, and I've called probably 5-10 times regarding slow internet which occurs at spontaneous times. We've walked through the same troubleshooting steps over and over but to no avail I'm still getting a slow connection. We're paying for 75/75 mbps for the wired connection, which is fine for the wired connection, but the problem lies with the desktop which located 10 feet away from router. There isn't an interference problem as we've agreed when the Verizon representative arrived. Neither is there an issue with the channel that the router is set on. Verizon told me to the keep the channel at 6, or 11 and I've done that but there's still a persistent issue with poor connection. If the connection is working fine it's normally at 20-22 mbps for this wireless connection, but there seems to be an issue everyday now, at random times, night or day where the connection test shows 1-3 mbps for the download speed. What can I do in this situation? When the rep was last here they tried selling me a $150 router, or configuring the routers channel, but that doesn't seem to do anything. I feel that this company does bandwidth throttling to cut on costs of the service. There's other way to explain why the internet stays at 22 mbps, and then randomly declines to 1-3 mbps, or sometimes even lower. Before I was getting 0.64 as the download speed. Please help.
Dear FCC

I have not received any letter from Comcast.
2. The service is not working despite the fact that a few subcontractors came and they only put boggus charges on my account.
3. I have an unacceptable and interrupted Internet service.
4. Comcast is not responding to my calls.

5. Please reopen the case and have Comcast to fix the problem
6. Please have someone else Not Desire in the Customer Relationship to work on this issues. She is hopeless and ineffective.

Thank you

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message -------
From: FCC <consumercomplaints@fcc.gov>
Date: 1/3/17 4:33 PM (GMT-05:00)
To: [b] (6)
Subject: [FCC Complaints] Re: Internet and TV working very slowly TV is freeing and Internet is dropped

##- Please type your reply above this line -##
This ticket (#1349284) has been updated.

FCC Consumer Help Center (FCC Complaints)
Jan 3, 4:33 PM EST

Hi [b] (6),

Your Ticket No. 1349284 was served on your carrier for its review and response.
Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed.

We appreciate your submission and help in furthering the FCC’s mission on behalf of consumers.

December 12, 2016, 1:44 PM EST

1. Internet is continuously down
2. The Internet speed is not what I am paying for and I was promised to receive, it has never been up the the promised speed
4. Continuously freezing because the poor signal
5. Spoke with several supervisors and promised call back and tech, never happened
The service is non existing in my house
Description
We have had problems for several month's now with our internet and phone reliability. They have had service technicians out multiple times and have replaced equipment without solving the issue. Even with nothing else on the network it will drop and lose connection about every 5 to 10 minutes.
Ticket: # 1397977 - Internet outage
Date: 1/15/2017 5:11:57 PM
City/State/Zip: Olive Branch, Mississippi 38654
Company Complaining About: Comcast

Description
Internet speeds constantly inconsistent. Some days is stronger than other. For the last month it has been this way. Some days we can't do anything. We have switched modems out, we have called multiple times but they just resets modem and say nothing they can do. Then they sent a technician out who said there was an outage and there was nothing he could do. He switched out some cables and left. We are being charged for internet speeds that we do not have. Or upload is the primary issue. It will barely peak above 1mbg per second. So all gaming systems in home will not work. Any emails or any ccommunication we send out does not always go through. Our account says we have no outages but the tech that came out said we had an outage. We tried to resolve the matter with Comcast but we have gotten nowhere. Our technician showed us how to check it speeds and told us it is significantly lower than it should be.
Description
For several months now Spectrum has sent techs out, re-wired my house, and I even bought a new modem/router because every day during peak times I get latency of 400ms+ no matter what I do for several hours everyday.

I have done traceroutes and it’s on of their servers that is getting congested, and they keep telling me they are working on it. But I am not getting the advertised service, and haven't been for several months.

TL;DR Service has been terrible for about 3-4 months, and 4-6 hours daily, where I'm getting 300-400ms+ and constant spiking. Spectrum has sent out techs, gotten me new wiring, and I've even bought a new Modem/Router. Traceroutes show that their server is not handling the congestion, and even though they tell me "it will be fixed soon", there has been no relief in sight.
Ticket: # 1398006 - Throttling
Date: 1/15/2017 5:29:29 PM
City/State/Zip: Portland, Texas 78374
Company Complaining About: Spectrum

Description
Spectrum has been throttling this house since it was time warner. My parents just "upgraded" to a more expensive package because the internet before was being throttled. This is a scam from the ISP corporation because they have law that allows them to screw the people over. Obviously if you have money you can step on whoever you want. This scam has to stop. Cable companies SHOULD NOT BE ALLOWED to own ISP companies as they are in DIRECT competition. Yet more laws are written in favor of this monopoly. This is just absolute (b) (6).
Ticket: # 1398129 - Century Link Internet Service
Date: 1/15/2017 7:57:51 PM
City/State/Zip: Waynesville, Ohio 45068
Company Complaining About: Centurylink

Description
We have been having speed inconsistency's and reliability issues going on about three years now. In December of 2015, a Century link tech came out, and noticed the older cabling to the century link modem had a lot of "noise" on it. We had the wire from the connection box on the exterior of the home to the modem replaced with brand new cat5E cabling, isolating the service directly from the century connection point outside, directing to the century link modem on the interior. The problem we see is speed inconsistencies that drop sporadically throughout the week at any given time. The internet service we pay for is 10Mbps download, but we're finding the speed ranging from about 4Mbps, all the way down to 0.60 to .27Mbps download. My wife works from home a few days a week, and has had the connections drop so low that it kicks her service off. She works for the local Air Force Base, and these drops in service become a large problem for her. I've attached email correspondence from this time span. I'm also finding that the Century Link Speed test site showing speeds drastically in favor of century link when compared to third party speed test sites conducted at the same time. You'll see that in the attached documentation as well. Century Links response as of today is there system is working properly. I'm submitting to them proof in the form of speed test screen snapshots of what we are experiencing and it's going nowhere. The problem is not being resolved by Century Link even though these problems have been communicated to them for the past 15 Months, that I have records of. If i had another option to use another provider I would in a heartbeat, but where we live, century link is our only option. A satellite based internet provider will not work for my wife as her remote work connection with the Fed Govt. I need Century Link to fix this problem. We continue to pay for a 10Mbps plan, and would like to receive the 10Mbps speed we're paying for.

Thank you,
Ticket: # 1398135 - Inconsistent Upload Speeds
Date: 1/15/2017 8:04:04 PM
City/State/Zip: Muskegon, Michigan 49441
Company Complaining About: Comcast

Description
My son streams on Twitch.tv and does some Youtube Videos from time to time. He called in a service call in early December only to have the technician not forward the information on. After the holidays we’ve had multiple technicians out and still no resolution to the problem. They have insisted that everything has been working properly in the house. My son has been in contact with the supervisor for the past few weeks but he has not received updates on what is happening and the problem still remains.

The upload speeds will drop multiple times in one hour tests that he has run and at some points fully dropping all upload speeds to 0. This has happened with multiple streaming services so it’s not just limited to Twitch.tv.

He does this because he loves it and he's not been able to do this for over a month without serious connectivity issues popping up.

Normal speeds when it's working are anywhere between 4.6 - 4.9 Mbps but when intermittently the connection will drop anywhere to 0 - .8 Mbps causing him to drop frames and sometimes lose connectivity all together.

He has used VPNs to figure out if it was just a connection issue or a network issue to help speed the process along and give Comcast as much data as possible but we haven’t heard any progress updates at all and would like to see this resolved as soon as possible.
Ticket: # 1398173 - Upload Throttled

Date: 1/15/2017 8:57:05 PM

City/State/Zip: Phoenix, Arizona 85041

Company Complaining About: Cox

Description
Cox communications ahs been throttling my upload speed for about 6 months now. I've made numerous calls about this and they can't seemt o fix it. I'm paying a good amount of money for this service and I feel like I am getting robbed.
Ticket: # 1398306 - Internet speed /Price

Date: 1/16/2017 12:41:57 AM

City/State/Zip: Mcnary, Louisiana 71433
Company Complaining About: Centurylink

Description
I have tried to get my internet speed increased, I am paying the price that is advertised and not getting the speed. So Speed and Price!
Ticket: # 1398440 - internet speed
Date: 1/16/2017 10:01:30 AM
City/State/Zip: Martinsburg, West Virginia 25401-3419
Company Complaining About: Frontier Communications

Description
I am only getting internet speed of 2.87, is there any way that frontier comm, to increase the speed to at least 5.
Ticket: # 1399317 - AT&T not providing paid for services
Date: 1/16/2017 5:53:21 PM
City/State/Zip: Geneva, Illinois 60134
Company Complaining About: AT&T

Description
We recently had AT&T come out to our house to install a new router for faster internet service and our service has been slower than ever, since agreeing to the upgrade.
Ticket: # 1399469 - Intermittent Connection and Speed
Date: 1/16/2017 6:58:19 PM
City/State/Zip: Washington, District Of Columbia 20011
Company Complaining About: Comcast

Description
Daily connection and speed issues. Devices don’t connect upon entry home. Must manually connect often. Download speed is from 7.52-29.9 Mbps upload is 3.29-12.9Mbps. I pay for internet speed of 150-200 Mbps download and 10-15Mbps for upload speed. I’ve had service calls, spent hours on the phone with helpdesk and still having connection issues daily as well as very slow speeds. I have 3 cell phones and a laptop and Ipad. No matter what device we attempt to use it’s always the same. Says we’re connected but webpage won’t appear, if it does it is moving slowly.
Ticket: # 1399816 - Verizon DSL service
Date: 1/16/2017 10:58:29 PM
City/State/Zip: Pottsville, Pennsylvania 17901
Company Complaining About: Verizon

Description
Internet speed is inconsistent and not always near advertised speed. I have contacted customer support on several occasions and the end result is that the problem is not with the service lines but rather the modem. After 2 modems, the same problems persist. Other neighbors who have the DSL service have the same complaint. Verizon has consistently avoided fixing the problems with DSL service.
Ticket: # 1399892 - Centurylink outrageous latency between 6:30pm CST and 12:00am CST
Date: 1/17/2017 12:49:16 AM  
City/State/Zip: Isanti, Minnesota 55040  
Company Complaining About: Centurylink

Description
For over two weeks now, starting around 6:30pm CST all the way up until 12:00am CST, the latency for my internet has been 280-300+ms. I have attached logs and screenshots to this complaint for your review.

All this summer my Centurylink connection would drop/disconnect during any type of weather and I had numerous techs come out and did nothing. I pay for 20mbps down at the current time. This past Friday January 13th, 2017 I had a tech come out to address the latency issues.

When the tech came at around 12:00pm CST, the latency was 28ms like it normally is during the day. He noticed my speeds were not getting about 16mbps so he spent time redoing my lines to even them out so now I get my full 20mbps. He finished his work I assume but never came back to talk to me, he just left.

That night around 6:30pm CST, the latency is through the roof again. Every night since just like the previous two weeks, the latency has been horrendous. I work from home so this issue is a big issue for me.

I have done everything from a new modem, single device tests, multi device tests, trace routes, ping tests, and nothing works. Centurylink refuses to do anything about this issue and I feel like it is a server issue on their part.

What can you do to help me with this issue?

Thank you Very Much.
Ticket: # 1399975 - Throttling internet
Date: 1/17/2017 3:46:23 AM
City/State/Zip: Signal Hill, California 90755
Company Complaining About: Frontier Communications

Description
I have come across an issue of my internet speed being throttled after ~2TB of data downloaded to my systems. I am an IT professional, and require access to many servers to complete my workload, and due to the large data transfer my speeds have gone from my 50Mbps down/up to 10Mbps down and 500kbps up. I have tested my network with Netalyzr and other diagnostic tools and have determined that the speeds have been throttled. The account is under [redacted] my wife’s grandmother who does not speak english, and I am representing her in this matter.
Ticket: # 1399987 - Internet
Date: 1/17/2017 6:19:25 AM
City/State/Zip: Mt. Pleasant Mills, Pennsylvania 17853
Company Complaining About: Verizon

Description
My internet is either slow or is frequently dropped out this is happened on many occasions contact in phone company serving times it just seems like they want to ignore the problem
Ticket: # 1400032 - Inconsistent and not as advertised internet
Date: 1/17/2017 9:22:11 AM
City/State/Zip: Spring Hill, Florida 34608
Company Complaining About: Moonbeam

Description
My current apartment complex only offers the one internet service provider even though there are other options available in the city. We do not even have an option to pay more for higher speeds. Granted, the amount we do pay already is overpriced for how little we get. At $55 for 5Mbps. We don’t get consistent internet, it has dropped out completely for multiple hours on several occasions. Even when we do get the internet we can barely do anything with just 2 computers and average internet browsing and/or streaming.
Ticket: # 1400180 - Verizon - Account # 0721514910-00001 4G internet SPEED AND COST

Date: 1/17/2017 11:04:35 AM
City/State/Zip: Bloomsburg, Pennsylvania 17815
Company Complaining About: Verizon Wireless

Description
Purchased their 4G internet when i went from basic cell phone to smart phone to replace the DSL i had at the time in July 2016. They told me it would be faster and cheaper. It is terribly slow and expensive. NOT AT ALL WHAT THEY SAID IT WOULD BE
Ticket: # 1400247 - Internet Slow / Outage
Date: 1/17/2017 11:27:58 AM
City/State/Zip: Circleville, New York 10919
Company Complaining About: Time Warner

Description
The internet is continuously below advertised speed and there are issues with reliability
Ticket: # 1400488 - At&t  Direct tv
Date: 1/17/2017 12:55:18 PM
City/State/Zip: St Louis, Missouri 63119
Company Complaining About: AT&T

Description
Cramming; changing program package from "select" which is the lowest to "choice" which cost more without contacting me which I did not want. Also I was charged $9.00 late fee even tho I bank on line and sent it 2 weeks before it was due. 2 months in a row I was charged for Uverse voice unlimited $30.00 which was totally wrong. I have not had a land line for 10 years.I have made many calls to report that there was an error /errors on my statement. Every call took at least 45 to 60 minutes. Every month when my statement shows up on line I never know if it is correct and numerous times it is not. When I switched from At&t to Direct Tv I thought my problems would be over. Unfortunately At&T owns Direct Tv thus I still have to deal with them.
Ticket: # 1400898 - Internet Service Keep Droping every five minutes
Date: 1/17/2017 2:45:59 PM
City/State/Zip: Ridgewood, New York 11385
Company Complaining About: Time Warner

Description
We notice that our Internet Service are keep interrupting about 15 to 20 times on a daily basics the interruption of the service are causing a great concern to our business and loss of work. We hope that Time Warner can help us to resolve these issues as soon possible.
Ticket: # 1400988 - Internet outages
Date: 1/17/2017 3:07:12 PM
City/State/Zip: Hendersonville, North Carolina 28739
Company Complaining About: Morris Broadband

Description
We have regular outages and Morris puts a recording on that the phone number cannot be accessed
Try Again later.
Ticket: # 1401747 - Slow internet, disconnects often
Date: 1/17/2017 7:41:06 PM
City/State/Zip: Pottsville, Pennsylvania 17901
Company Complaining About: Verizon

Description
Our internet service is slow. It takes some time to load pages and many times I have to reset my box. Also it affects my phone uploads and often disconnects service. My Wi-Fi often goes out too.
Ticket: # 1401863 - Inconsistent Speeds
Date: 1/17/2017 8:35:57 PM
City/State/Zip: Metairie, Louisiana 70003
Company Complaining About: Cox

Description
Cox only accepts what speedtest.net shows. But when I go to other speed tests like testmy.net or speedof.me the results are not the same. As I am getting into online streaming on twitch, consistent speed is a must. I'm currently paying for 150 Mbps download and 10 Mbps upload. Currently I am not getting the speeds advertised. I am having similar issues like these two are.

https://www.reddit.com/r/Twitch/comments/4cmxau/cox_is_throttling_customers_who_stream_on_twit ch/
Ticket: # 1401939 - Internet Plan non-compliance

Date: 1/17/2017 9:41:13 PM
City/State/Zip: Guayama, Puerto Rico 00784
Company Complaining About: Boom Net

Description
Boom net Fajardo
Description
We have been working with Comcast concerning our speed/upload issues for a few years now and are not getting a resolution. We are getting intermittent speed issues and Comcast is unable to resolve. Today I spoke with an onsite technician that was very rude. I need a resolution.
Ticket: # 1401962 - Slow internet
Date: 1/17/2017 9:51:39 PM
City/State/Zip: Belfair, Washington 98528
Company Complaining About: Centurylink

Description
I get much slower Internet than I am being promised. On top of that they disconnected me and then when they reactivated my service they raised the price by 10 dollars. Stating that my old plan didn't exist any more.
Ticket: # 1402038 - Slow internet from 9pm to 11pm
Date: 1/17/2017 11:00:29 PM
City/State/Zip: Greenville, Ohio 45331
Company Complaining About: Time Warner

Description
I have a 30 mbps service through Time Warner. Most of the day it works fine. Always between 9-11pm every evening it throttles down to less than 1-3 mbps.
Ticket: # 1402083 - ISP has over 10% downtime, impossible to contact

Date: 1/17/2017 11:45:48 PM
City/State/Zip: Birmingham, Alabama 35222
Company Complaining About: Xcelerate Networks

Description
I have documented downtime for the last two months. It's in excess of 10%. I have attempted to contact the company through their phone line as well as online over 10 times across 2 months and received absolutely no communication from them.

The ISP's name is Xcelerate Networks. They are headquartered in Birmingham, Alabama.
Ticket: # 1402104 - charging for high speed and not delivering
Date: 1/18/2017 12:00:20 AM
City/State/Zip: Long Beach, California 90808
Company Complaining About: Frontier Communications

Description
I am paying for 75/75 internet speed but not getting it. I am barely getting 7mps! I tried to contact the carrier to see about fixing this problem but they deliberately ended my chat session. With no results on the so called testing they said they did. I was under the impression I was getting high speed internet; after all I'm paying $65 a month for this service.
Ticket: # 1402111 - Consistently Slow Internet in the Evenings

Date: 1/18/2017 12:09:50 AM
City/State/Zip: Alameda, California 94501
Company Complaining About: Comcast

Description
The internet provided by Comcast is consistently slow during evening hours, usually between 6pm and 9 pm. Paying for roughly 20Mbps download speed, the following is typical:

Test Date: Jan 17, 2017 8:01 PM
Download: 0.89 Mbps
Upload: 0.09 Mbps
Ping: 366 ms
Connection Type: Wi-Fi
Server: San Francisco, CA

Wifi is not the issue since the issue occurs whether connected directly or not.
Description
Since Spectrum bought TWC, the service in my area has been sporadic in quality. After about 100 hours of investigating, testing, repeatedly reporting the problem and having no support call provide relief, I traced the problem down - server side their gear sometimes attempts to broadcast 8 or 16 channel to my (recommended) modem, which can only receive 4 channels. This results in a large packet loss, latency of ~900ms and drops bandwidth in half or worse. Sometimes their gear broadcasts 4 channel, and everything works fine. Sometimes the problem lasts for *days*.

They claim to have no control over this. Despite this being raised to them over six months ago, the problems continue and they continue to list the modem I have (and several others affected by the same problem) as "recommended gear".

Their response at this point is I need to buy faster service, as well as buy or lease a faster modem from them. The gear in question is recommended by them for speeds 10x greater than the service I am on. Despite this problem being raised, and having it pointed out that if this was an issue they should stop recommending that model, six months after first reporting this issue with a huge pile of data to them backing up my analysis, they continue to recommend and provide said model of modem to customers.

I would assume any non-tech savy customers who hit this problem just cave and buy faster service, not realizing that they are being intentionally squeezed on performance to trick them into buying faster service.
Ticket: # 1402903 - Getting taken advantage of on internet pricing.

Date: 1/18/2017 1:18:52 PM

City/State/Zip: Broken Arrow, Oklahoma 74014

Company Complaining About: Windstream Communications

Description
I currently have internet with Windstream Communications, and I live in rural Broken Arrow, OK. Windstream currently has a monopoly in my area, as there are no other ISP's to choose from. They are price gouging their customers in my area. I am getting charged $80 a month for extremely slow and unreliable internet, even though they have been telling us for 15 years that they plan to upgrade the infrastructure within 1-2 years, yet that has never happened. When I lived a few miles west of where I currently do, I was getting internet 50-100x the speed and quality I am receiving now, for only half of the price, with a different ISP. My complaint is that Windstream is price-gouging all of the customers in my area and providing us with sub-par service, only because there is no competition in my area, therefore they have no incentive to upgrade our infrastructure and provide the actual service that we pay an extremely inflated for. The speed is also very inconsistent; I only receive the advertised speeds from about 10pm to 5am (and that is if the internet is not turning on and off randomly, with no explanation from the ISP’s support staff).
Ticket: # 1403630 - No willingness to solve any issues
Date: 1/18/2017 5:03:37 PM
City/State/Zip: Eustis, Florida 32736
Company Complaining About: Centurylink

Description
Ever since I bought my new house we have been having issues with Centurylink and there seems to be no drive to help us with any issues we have. To begin, my wife works from home so all interruptions have directly affected her work. When we first moved in and set up our services, we found out that the prior owners of the house had an outstanding balance and they would not allow us to set up our services until their account was taken care of. Centurylink felt it was our responsibility to contact these people to get them to pay their bill which was very unprofessional. For the following 2-3 months we have experienced speeds that are lower than what were advertised, we are paying for their fastest speed which is a measly 8 Mbps and regularly only getting around 3-5 on non peak hours. After going back and forth with them we have had a semi-regular speed of around 6 Mbps which is still not around the advertised speed, but at least in the ballpark. During the work day our internet goes out randomly and I end up having to call a tech out and when they arrive they say there is nothing wrong with our equipment even though the tech on the phone said their system shows something wrong on our side of the line. This has happened on at least 3 separate occasions which is way more often than it should ever happen. I recently asked them to see what we could do about dropping a line for faster internet speeds. The tech said that they were unable to do that but were not able to provide any reasoning. The confusing part was that my Mother lives in the same neighborhood and they were able to get a line dropped for faster speeds and are at least getting around 13Mbps down, but they refused to do the same for me. We do not have any other ISPs in the area and feel that because Centurylink knows they are the only provider; we are not a priority, because what are we going to do? At this point we have no idea what to do, because they do not have an urgency to help us and do not understand our need for the internet being my wife works from home. The only thing they say is "We are working on getting faster speeds to your area and it should be soon." However they have no idea how soon that is, and have been singing the same song since September when I signed up for their services. It has now been 4 months and they have no information on when faster/consistent speeds will be available to our area and we are still having trouble with the same issues since day one.
Ticket: # 1403697 - Poor quality of service
Date: 1/18/2017 5:19:17 PM
City/State/Zip: Clinton, Oklahoma 73601
Company Complaining About: Cable One

Description
Cable One internet service in western Oklahoma is failing to deliver its promised service on a consistent basis most notably on holidays and Sundays when the customer service department is closed. This is ongoing. Service will drop from advertised 60mbs to less than 1 mbs. Service will also completely stop for short periods and the service will also stutter (show a fast MBS but have a slow connection time). The problem has become to common to ignore.
Ticket: # 1403700 - SLOW and dropped Internet service
Date: 1/18/2017 5:20:00 PM
City/State/Zip: Wauna, Washington 98395
Company Complaining About: Centurylink

Description
Our Internet Service is often so slow that it becomes impractical to use. We've been told that the area we have owned a home in for over 20 years is on an exhausted switch with no future plans to upgrade the service. They just keep adding new customers as new construction is completed constantly placing more burden on an already overtaxed system with NO FUTURE PLANS to keep up with new technology. They are not using any of the funds those on this system are paying to set aside for future upgrading of the system. In the day in which we live the internet is a necessity. I find their monopoly on service in this area distasteful to say the least. They should be stripped of their license if they refuse to set aside funds from monthly income from the past 25 years so they can upgrade this system into the available technology of the 21st Century.
Ticket: # 1403783 - Constant disconnects and dropped packets

Date: 1/18/2017 5:43:19 PM
City/State/Zip: Joplin, Missouri 64804
Company Complaining About: AT&T

Description
I have lived in my current home for nearly 6 years with DSL service through an AT&T reseller for the entire time. Initially I received solid 3 Mbps connection with minimal latency and solid uptime. After the first year I was able to upgrade to 6 Mbps (which was unavailable initially). After the second year my connection started to suffer with intermittent, unpredictable, frequent, and short disconnections/timeouts which appear to be connection losses (packets dropped).

This has caused issues such as jumping back-and-forth in a video stream (such as Netflix), causing any Internet activity to come to a halt, and some applications that depend on an always-on connection to crash.

I have had AT&T out to repair our line a few times and it has gotten progressively worse. We have been told that AT&T has no interest in maintaining our area’s aging DSL and also has no plans to upgrade to U-Verse; we have no cable provider, so we are being left in the dark.

In the past couple months I contacted them to see about having it fixed and was told it had been resolved. For less than a week the problem seemed to be at least reduced, but it has returned and is plaguing us again.

We aren't a large metro area, but we are a housing community with nearly 300 homes all suffering this same blight as AT&T neglects us.
Ticket: # 1403822 - Data speed
Date: 1/18/2017 6:01:32 PM
City/State/Zip: National City, California 91950
Company Complaining About: Metropcs

Description
2507 Fenton Place Recently I was at one of the MetroPCS outlet where I was exchanging a smart phone that was giving me problems. While I was there the district manager for MetroPCS entered the store. I complained about my data speeds because I had been paying for their premium service of $60 a month for unlimited high speed connection. Months of calling MetroPCS complaining about not getting what I was paying for I changed my plan to the limited high speed data. Months went by and one day I went in to pay my bill and the manager said we are running a special. You can get your high speed data back for only $50 a month. She told me that the system had been upgraded and I wouldn't have the buffering problem and slow Internet speed. I've had speeds from 5,300+ ~ 0.01 Kb/s while running tests with the OOKLA Speed tests I've been talking over the past two years after learning about applications that can check data speeds. The District manager said that the FCC required MetroPCS to reduce your speeds as you use a certain amount of data even on the unlimited high speed data plans. I called the FCC on the phone just after noon today and the nice man I spoke with said that information given to me by the MetroPCS store District manager was not correct and suggested that I could file a complaint at this email address. The MetroPCS store I visited yesterday is located at 455 Broadway Child Vista, California 91950 phone number 619-500-5939 which they don't seem to answer when I try to call them on the phone. Thank you for any help that you can provide me. I've thought about filling a law suit against the company for selling a product that they are not providing like a bait and switch plan where you pay for a service and you get something else rather than providing promised quality. I have a screen shot of data speeds but everytime I tried to get the file I wasn't able to send an attachment.
Ticket: # 1403832 - TWC/Spectrum Routing Problems
Date: 1/18/2017 6:06:29 PM
City/State/Zip: San Antonio, Texas 78249
Company Complaining About: Charter

Description
Hello,
Recently, TWC merged with Charter Communications to create Spectrum which now operates in San Antonio, TX. I have been a TWC customer since 2015, and for the majority of that time service was very good. However, in the past few months, my service has declined significantly. In the evenings, usually from 7:00pm-8:00pm, I experience significant latency issues. Across multiple gaming services, my ping is around 200-300ms. In addition, around this time, my speeds according to speedtest.net and Spectrum’s speedtest appear significantly slower (sometimes as low as 126Mbps, <50% of the 300Mbps I pay for.)
During the day, before peak hours, my pathping and PingPlotter results show that all hops are running well, but when I notice the high latency, the results show severe slowdowns and packet loss at a few recurring hops.

A technician visited my apartment before peak hours, despite my insistence that the problem only occurred in the evenings. He diagnosed that the issue was with my modem, and that the cable in the wall had broken and needed to be replaced. He did just that, and despite me saying that the problem was only in the evenings and night, he said that the problem would be fixed. However, starting at around 7:40pm, the problem occurred just the same as it always had. In order to rule out the possibility that one of their refurbished modems was the problem, I purchased a top of the line (200$) modem listed on their approved modem list. Despite having a brand new modem, the problems persisted.

I called TWC/Spectrum back, and spoke to a CSR about the continued problems. They weren’t able to see the problem, from their end. The second customer service representative said that he was going to connect me to a so-called “tier 3 support who can really figure out what’s going on.” Instead, I was connected with another entry level CSR who didn’t have a clue what was going on and just assigned me with another technician visit. This time, the technician replaced the connectors on all the cabling inside my apartment. At the end of the visit, the technician came to the conclusion that the problem was my computer. I have since tested it with two other computers, and I’m experiencing the same problems. I’m not sure if the staff is just poorly trained, or if they are willfully ignorant to these kinds of problems since that would require acknowledging them.
I have reached out to users on the dslreports.com forums, and also on the TWC/Spectrum forums, in order to help figure out what the problem is. The results in both cases seem to point towards a serious problem on TWC/Spectrum’s end. I have included the links to both of those threads.


http://forums.timewarnercable.com/t5/Connectivity/High-latency-at-night-weekends/td-p/124371
In doing my research, I have found numerous other TWC/Spectrum customers in Central Texas who have experienced the very same problems that I have, and haven't been able to have Spectrum resolve the issue. For many of us, Spectrum/TWC is the only option available. Something needs to be done to resolve these issues.

http://www.dslreports.com/forum/r30826423-Internet-TWC-Connections-Consistently-poor-every-day-for-months~-start=30
https://www.reddit.com/r/chartercable/comments/4t7pbz/twc_for_those_who_also_have_internet_related/
http://us.battle.net/forums/en/wow/topic/20745354378
In addition to the slow speeds, there are numerous complaints regarding other aspects of Charter’s acquisition of Time Warner Cable, some of which can be seen here.
http://www.dslreports.com/shownews/Charters-Mega-Merger-Support-is-a-Comedy-of-Errors-138425
Also worrisome is the removal of the 300Mbps tier. In checking Spectrum’s website for my area, these speeds are no longer available. I don’t know if this is related to my internet slowdowns, but it worries me that if I were to move or change addresses, I wouldn’t be able to get the same level of service as before. In addition, my experience with their customer service has been very poor, and in the last case, I was lied to. Given that mergers like this are supposed to IMPROVE coverage and services for everyone (at least according to the companies involved), this is a shocking step backwards.
Ticket: # 1406094 - Re: Request received: email problems

Date: 1/19/2017 5:16:20 PM
City/State/Zip: Dayton, Ohio 45458
Company Complaining About: Time Warner

Description
This is a follow-up to your previous request #1345301 "email problems"

Nothing was ever done by the internet provider.

Thank you,
Ticket: # 1406597 - INTERNET is very slow
Date: 1/19/2017 8:59:00 PM
City/State/Zip: Pottsville, Pennsylvania 17901
Company Complaining About: Verizon

Description

The "high Speed Internet" in the Forestville Area is very unreliable and slow. My router must be reset at least 3 times a week.
Ticket: # 1406761 - Internet problems

Date: 1/19/2017 10:40:01 PM
City/State/Zip: Clarkesville, Georgia 30523
Company Complaining About: Windstream Communications

Description
Until about two months ago I was reasonably satisfied with my DSL connection, knowing that it barely worked at the lowest edge of what I have been paying for (3 Mbps-download and .750 Mbps upload). Before this past month, I would just turn everything off and wait until the next day and it usually came back. This month I have called Windstream’s help desk four times - each time a different problem was found and shortly after it failed again.
The problem: I have used Skype on this connection for approximately two years, in talking to my brother in East Peoria, IL. I live in Clarkesville, GA. It worked fine until this month. The connection now is verifiably bad in one direction. My transmit to East Peoria is intermittent, it constantly varies. He sees my video poorly if at all and my audio either stops totally or goes to a very low level. His transmit to me is mostly good, I see his video and hear his audio well. He can talk via Skype to others with no problems. I can not use Skype on my desktop computer or my cellphone through my wireless modem connection to the internet. The home phone is also on the same line (a two wire line from my home) it does not seem to be affected. The speed tests done today are worse than usual. Normally they are 2.79 Mbps and .69 Mbps.
Ticket: # 1406869 - Slow internet
Date: 1/20/2017 1:17:03 AM
City/State/Zip: Bluffdale, Utah 84065
Company Complaining About: Comcast

Description
Speed has suddenly dropped off a cliff. Nearly every neighbor in my neighborhood is complaining of the same issue
Ticket: # 1407129 - Internet Service with Cox Communications of Louisiana

Date: 1/20/2017 11:11:33 AM
City/State/Zip: Henderson, Louisiana 70517
Company Complaining About: Cox

Description
The internet at my clinic drags, drops, then resumes speed daily, all day long. My software for my medical practice is run on internet and this interferes with my productivity. Cox has instructed me to change my router (done), change my computers (done) and change the wiring to the office (done), all at my expense, but the service continues to drag and drop. At 3pm on most days, then internet just turns off and I cannot even see patient's charts. We have called, almost everyday, and now they're not even returning our phone calls.
Ticket: # 1407173 - Service outages, slow dsl speed
Date: 1/20/2017 11:32:28 AM
City/State/Zip: Micco, Florida 32976
Company Complaining About: AT&T

Description
Frequent service outage and slow dsl speed.
Please see the attachment below.
Ticket: # 1407816 - Internet issues

Date: 1/20/2017 3:21:43 PM

City/State/Zip: Pottsville, Pennsylvania 17901

Company Complaining About: Verizon

Description
Slow internet
Ticket: # 1408173 - Packet Loss/Unstable Connection. Been over a Month now with no changes.
Date: 1/20/2017 5:08:57 PM
City/State/Zip: Chicago, Illinois 60617
Company Complaining About: Wide Open West, Known As Wow!

Description
So before I go about explaining my current issue let me tell you about the first problem that I had which was years ago when I was dealing with packet loss and randomly disconnecting. Having about 6-7 techs come out who couldn't find the problem. I had to resort to going to DSLReports and talk to someone on there who worked with WOW. I explained what was going on and while it did take some time something was actually done about it and the reason my packet loss was so bad was due to illegal hookups around my area. Once that was taken care of the difference was like Night & Day and everything was alright. Since some random isconnections here & there but for the most part things were solid.

Now comes Dec. 9th, 2016 and I started having packet loss again alongside disconnections. Called a few times about it. Had techs come out. First one couldn't find the problem. Second one didn't really do anything but he did say that there was a problem they're aware of but couldn't tell me when it'll be fixed. Mentioned about having a PM tech. When I called again I was told that the second tech didn't find any problems... well I guess because he didn't checked anything I guess it was alright to say "Yea, no problems." so a third tech was sent out only this time it was a supervisor. He came and checked a few things such as the pole in the alley and he too also told me about the issue they're aware of only it wouldn't fixed until 2017. Thing is though... when in 2017? Months? Halfway into the year?

So 2017 hits, gave it a few days... called the supervisor since he gave me his cellphone number just to see if there were any updates... no updates yet. Few days ago I called him again, no answer. Called call center once again and apparently after telling them what happened they had it escalated to have field techs check out the area. Gave it a few more days... called in again... apparently nothing was found. Was escalated again and apparently was going to have techs come out and take a look.

Now this time... they noticed the packet loss after hooking up this weird box thing but apparently it was "Something I can live with" but seeing as I doubt they play online games where having ANY packet loss affects your gameplay greatly. It varies between 1%-5% Packet Loss, sometimes higher for when the disconnections happen but the most they saw was 3%. They said that they'll have maintenance check things out and was suppose to hear from them sometime Monday or Tuesday either by phone call or just showing up.

Monday arrives, no tech visit nor phone call. Tuesday arrives, no tech visit nor phone call. The packet loss & disconnecting? Still there... unchanged as if no attempts were made with fixing the issue. I am not happy with the way I've been treated with this service.

Since the problem started I've been monitoring the connection with pingplotter and if they were doing work out there I would see it on my end as I have saw it before back when the first issue occurred.
When there are no problems everything is stable for the most part but if and when you run into problems with your service you pretty much have to go tooth & nail just to get things done and even then that isn't enough. I've been with WOW for over 10 years and while back then I didn't know much about how things worked I can pretty much say that playing online is unreliable since there's lag and the fact of randomly disconnecting from the game. It isn't even the game I'm having problems with... VOIPs such as teamspeak/discord other people on there can't hear me well due to sounding robot-like.

I just don't know what else to do at this point. I've lost all other choices other than looking into a different ISP and honestly at this point that may actually be my best option.

For the Internet Issue I wasn't sure what to pick but I suppose since having packet loss makes your connection unstable it could perhaps be filed under Speed. I could be wrong though. I've also attached a pingplotter report just to show you the packetloss I'm having and while only one site is listed it's pretty much any site that I'm running tests with.
Ticket: # 1408285 - Comcast Internet Doesn't Work

Date: 1/20/2017 5:34:25 PM
City/State/Zip: Washington, District Of Columbia 20001
Company Complaining About: Comcast

Description
Comcast's Internet persistently does not work. I have informed the company of this problem repeatedly, but they have failed to fix it over a matter of months. Each time I call, I am passed around among multiple, usually incomprehensible "agents," repeatedly disconnected, and the call never ends with the situation being resolved. I would use any other Internet provider that was available to me, even if it were significantly more expensive, but Comcast has a monopoly in my building, and I have no alternative.
Ticket: # 1408561 - Poor service in area Internet services drop numerous times a day

Date: 1/20/2017 8:05:17 PM
City/State/Zip: Fort Lauderdale, Florida 33308
Company Complaining About: AT&T

Description
Have only been with ATT Uverse for a few months but the entire time we lose Internet services around 6 times a day which impacts TV and Internet services.
This seems to be a wide spread issue in my area of 33308 adn conversations with ATT/India representatives gets us nowhere other than they keep rebooting the modem with no impact....dropping of service continues - how can ATT offer service in our region that they cannot deliver on
Ticket: # 1408711 - comcast is throttling my connection
Date: 1/20/2017 11:14:42 PM
City/State/Zip: Annapolis, Maryland 21401
Company Complaining About: Comcast

Description
I've been paying 20$ a week for their "hotspot" service and it has just been the worst. I can hardly do anything without having some sort of issue and having to manually reconnect after every drop.

a friend told me its because comcast treats udp packets with the lowest priority, and that explains why I can't even play a game. However that doesn't explain why I can barely browse or use the internet in general.

so even though I'm only paying $20 a week for their service (thats $10 shy of their 25mpbs for a 1year contract at $29.99 a month) I'm only really getting on average 12 hours of actual internet use.

I work too hard for too less to be treated this way. I get that I am a "low priority customer" however its not fair for them to be pricing me nearly what they charge a "premium user"

I hope that this complaint is taken with the utmost seriousness as I am a soon to be father who only wants to spend what little time I have to play some video games with my friends online. That only requires a few hundred megabytes.
Ticket: # 1408758 - Horrible Service Provided by AT&T
Date: 1/21/2017 12:08:48 AM
City/State/Zip: Arlington, Texas 76013
Company Complaining About: AT&T

Description
I don't know what I'm expecting from contacting you through this medium but my frustration with your company is beyond words at this point. I have dealt with AT&T for 3 months now and none of it has been positive or good. Here's a timeline of my frustrating experiences:

October 28: had DIRECTV and internet installed. The technician was late and didn't have all the equipment to finish the job so told me they'd be back the following day. The following day no one showed up. After calling tech numerous times tech called back annoyed and said he was too busy to come out. Called customer service and they said someone would call me back. 6 days later I called back after not hearing from anyone. Someone came by and left equipment on porch and I had to finish install.

November: the house we were moving into was sold underneath us and I called AT&T to have a freeze put on account. Took 2 hours and talking to 8 people to get this accomplished.

December 10: received bill stating was overdue with full charges for November and December. Called customer service to fix bill and schedule new installation for our new house. This conversation took 4 hours and a dozen people to accomplish.

December 19: had appts set up from 9-11am to have DIRECTV and internet installed at new location. Internet tech arrived at 10:00am and began working. DirectTV never showed up during the scheduled time so I called at 11:00. I spent the next 6 hours and spoke with 22 people on the phone being told someone was coming, when that didn't happen I called back and they said a tech came and I wasn't home. I told them this was a lie, I had spent the entire day at the house with the internet installer. After a supervisor around 5pm kept calling me a liar that I was home I asked what address did they have. He very sarcastically snapped back 4 numbers. It was the wrong address. I was fuming at this point. I rescheduled for the upcoming Friday and gave the right address.

December 21: I checked my account online to see if my appt showed up, which it did but they still had the wrong address. I called customer service back. Now let me be clear, the billing address was right because you all make that a priority to ensure you get paid but the service and install address wasn't. Now you'd think this would be a quick fix but of course it wasn't. I spent 3 hours on the phone speaking with 6 different people to get this corrected.

December 23: I had an appt with DIRECTV for an install between 8-12. The tech arrived around 8:30. He asked what issues I was having and I said this was an install request. He told me he was scheduled for a service call, not an install and he'd have to see if they could approve him doing the work or I'd have to reschedule. He spent almost 2 hours getting verification to do the job. They then informed him to inform me there was a $200 install fee. I said absolutely not, I had been told there was no install charge. After another hour on the phone they stated they had to put the install charge on the account but they also credited the same amount to cover it. The tech finished his install.
January: I get my bill from AT&T and not only am I charged the DIRECTV install fee of $200, but I'm also charged a $100 fee for internet install. I called AT&T and spent more than an hour getting my bill cleaned up.

January 16: Our internet isn't working right. It cuts in and out. I used the online support that did a test and stated a tech would need to come out. I scheduled an appointment for today, Friday, January 20th from 8-12pm.

January 20: had appt from 8-12. Received a text confirming my appt. At noon I received a text that the tech would be late. At 1 I called to see what was going on. I was told they had no idea when a tech would be there. Told them I had to pick my son up from school between 3-4 and what was I supposed to do. Was told that I had to be here or reschedule. Told I couldn't keep taking off work for this company. I found someone to pick my son up and continued waiting. At 4 I called back and was advised someone would be there between now and 8pm as the appt was 8am-8pm and that it was an outside job so the tech wouldn't need to come inside. Infuriated I asked since when did they not need in, I was told all day I had to be home. I asked since when did the appt become 8-8 instead of 8-12 which is what My AT&T account states. I kept getting the typical, we're sorry for your inconvenience and there's nothing more we can do. As of 9:15pm on January 20 the ticket still shows the work hasn't been done and my internet still SUCKS!!!! I was on the phone with your people 4 hours today and spoke with about 8 people.

I have never been treated so poorly, callously, uncaring and rude by a company in my life. I guess your company is so big that you truly don't give a damn about customers but I can promise this....the second my 2-year garbage contract ends I will discontinue our DIRECTV account, our internet account and our cellphone account. Again, I'm sure this doesn't mean a damn thing to your company but I know there is no way I'm the only one that has encountered your companies complete and total ineptitude. I have taken 5 days vacation since the end of October for AT&T!!! How ridiculous!! I have spent 20+ hours and spoken with about 50 people and have not encountered one positive outcome. All I've heard is that's not my section let me transfer you, I don't know the answer to that, I can't give you any additional information, I'm sorry for your inconvenience, would you like to reschedule, we can't give an exact time, we can't transfer you to a customer service expert, we can't put you in touch with the installers direct number, we can't put you in touch with the installers supervisors, we're trying to get someone there asap....garbage, garbage, garbage. The only priority your staff has is getting the customer off the phone asap.

I wish I had one positive thing to say. Again, I'm sure this message will fall on the same don't give a damn staff I've dealt with over 3 months but I'm running out of options because your company doesn't have any customer complaint departments or specialists that deal with escalated situations like this. What you do is bog people down with operator after operator and transferring you from department to department to exhaust the customer hoping they'll just give up, which I'm sure most do.

I would appreciate some response but I won't hold my breath.

Infuriated Customer
Ticket: # 1408777 - Frontier Internet Service Sucks!!!
Date: 1/21/2017 1:03:48 AM
City/State/Zip: Show Low, Arizona 85901
Company Complaining About: Frontier Communications

Description
I have had Frontier Internet service for 4 years and not because I like them but its my only choice in the area in which I live. Internet goes down daily, and yet I still have to pay for this unreliable service while trying to finish my degree online, and many times have had to use my hotspot on my phone to finish my homework. It is disgusting, and disgraceful for this issue not to be fixed, and when you call them they say they have to charge you to come and fix your internet!!!! They are just taking advantage of the area I live because of no other options available, rather than fixing the problem.
Ticket: # 1408791 - TWC overloaded node
Date: 1/21/2017 1:32:15 AM
City/State/Zip: Charlotte, North Carolina 28277
Company Complaining About: Time Warner

Description
I currently pay for 200+Mbps download. I only get these speeds around 3am. Because of an overloaded node, which TWC has acknowledged, I get 12 Mbps during normal hours.
Ticket: # 1408998 - Problemas con el servicio
Date: 1/21/2017 12:24:25 PM
City/State/Zip: Fajardo, Puerto Rico 00738
Company Complaining About: Claro Pr

Description
Llevamos años de servicio con la compañía Claro y siempre nos han dado un mal servicio se han cambiado todas las líneas, se han cambiado todos los modems que nos han brindado la compañía todos los filtros se han cambiado, han venido muchos técnicos a la casa y el problema no se resuelve, se ha contratado más velocidad de megabytes y el problema persiste cada vez que se llama para hacer una reclamación resuelven el problema por par de horas y vuelve a bajar la velocidad. Actualmente se tienen contratados 8MB y speedtest.com registra 0.58mb 0.85mb lo más alto que me ha registrado es 1.87mb de velocidad con ping de 100ms 125ms. No deseo continuar con el servicio de internet con ellos.
Ticket: # 1409113 - TDS Telecom compliance issue
Date: 1/21/2017 2:43:09 PM
City/State/Zip: Parrish, Alabama 35580
Company Complaining About: Tds

Description
I have been a loyal customer for many years with your company. If you look back in my phone records after the first year or so I have had to call several times because the DSL was so slow things would time out or freeze. On the 16th of this month I called because we were not even getting 1mb download or upload and was told once again that it falls under the capacity issue. That it was peak time. I have been being told for several years of the capacity issue and understand the problem theoretically. What I do not understand is a company not being prepared for more customers. Isn’t that what you want? We have been told for a couple of years now that a fix was being considered and when it was available or figured out a letter would be sent out. I was told on the 16th that because we are farther from the box and don’t pay for the higher speeds we have more of a problem. Why would I pay for a higher speed when you can’t deliver what I already pay for.? So why not put in another box? Is it really that expensive to keep your customers happy? If I could get the speed that I pay for on a regular basis I would consider and at one time had a higher speed. As of this moment the internet has gone on and off line several times. My husband is a gamer and needs a steady reliable DSL, which you are not right now. I can’t even check email or surf the web when he’s not even home during the day because the unreliability of your service.
I did receive a letter that instead of paying for speed we are now paying for usage! Is it because you can’t deliver on your speed? So, you can charge more for those who go over their allotted usage? Your customers are not stupid we see that if you change to usage you are not reliable for a speed so it can go slow and there is nothing we can do about it. I feel you have simply found another way to screw the people who are stuck in your monopolies. Your customers are so dissatisfied with your company there is a website of nothing but complaints, if you would care to see it.
http://www.complaintsboard.com/complaints/tds-telecom-c23957.html
There are several more like it all you must do is type in the search engine TDS sucks and a whole list of website posts will appear. If possible for me to get DSL somewhere else I would do that today!
Ticket: # 1409449 - Internet speeds and outages

Date: 1/21/2017 5:20:03 PM

City/State/Zip: Dawsonville, Georgia 30534

Company Complaining About: Windstream Communications

Description
On January 12 we lost all phone and internet services. When I reported the outage I was told that it would be January 15 before we would have a technician attempt to repair our services. We regained services but continued to suffer from slow speeds and intermittent connectivity with our internet. The technician reported that there had been a latency issue in our area since the end of December. On January 21, I reported that I had no internet services again. The service rep I spoke with said that her system was showing that we had experienced 42 drops in the past 14 days. The earliest a technician could be dispatched to correct our issue was January 30. The service rep on the phone was able to temporarily get our internet running, but within 2 hours it was out again. We also have experienced no Wi-Fi connectivity for several hours at a time over the course of the last two weeks and numerous internet drops over the past two weeks.
Ticket: # 1409515 - The speeds here are inconsistent, as well as stability of the connection.

Date: 1/21/2017 6:34:22 PM
City/State/Zip: East Branch, New York 13756
Company Complaining About: Frontier Communications

Description
Since I have been at this address I have contacted Frontier at least 4x's. First couple of times I was told the line was clear, then they sent a technician and he said it tested good, but it may be network congestion. I pay for ultimate broadband which is supposed to be speeds up to 25mbps, on average I get speeds of around 10-12 mbps, and the connection drops constantly.
Ticket: # 1409553 - unsolved Internet connectivity issues with Charter communications

Date: 1/21/2017 7:14:49 PM
City/State/Zip: Maryville, Illinois 62062
Company Complaining About: Charter

Description
I am buying 100mb service from charter communications. My connection speeds in real life average between 10 and 15mb. On a daily basis I receive connection speeds of .02 to .08 mb about 30% of the time. The provider has been called to the residence to attempt to correct the service with no solutions found. There are no other high speed service providers in the area. I'm looking for direction on how to motivate the provider to provide the server they advertised and that I am currently paying for.
Description
Frontier DSL has been historically spotty providing less than advertised speeds. The current complaint is that the service disconnects every few minutes for extended periods of time. This will occur easily over 50 times a day rendering any internet usage pointless. As I work from home, this is a major problem.

I called Frontier on twice on Wednesday 1/18/17 and after all of their support technicians attempts to resolve the issue failed, they informed of the problem and filed a ticket for service on Friday 1/20/17. I explained the urgency and that 3 days later was unacceptable, I had no choice. Friday came and went without service or notice. Same as Saturday. I called Frontier and was informed that it was changed to today (Saturday 1/21/17) but that they didn't show up, so it would be Monday 1/23/17 between 4-5PM.

At no time did they make an effort to resolve the issue or contact me about changing appointments. This is completely unacceptable.

This is my third complaint about Frontier's DSL service to the FCC. It should be noted that they have not responded within the required timeframe either time.
Ticket: # 1409702 - Monopoly

Date: 1/21/2017 10:16:06 PM
City/State/Zip: York, Pennsylvania 17404
Company Complaining About: Comcast

Description
In my area Comcast has a monopoly on high speed internet. Sadly, I have no other options for a high speed Internet provider. Knowing this Comcast charges us $40 per month for only 3mb/s while other providers around the country provide speeds at and above 25 mb/s for the same cost. The lack of competition has allowed Comcast to overcharge it's customers in the area. Furthermore I often has to reset my modem as speed tests show much lower speeds than I pay for.
Ticket: # 1409720 - High Internet Latency
Date: 1/21/2017 10:44:03 PM
City/State/Zip: Prescott Valley, Arizona 86314
Company Complaining About: Centurylink

Description
Hello,

I have been noticing my internet’s latency skyrocketing to 350ms lasting from 5PM to 12AM MST. I have contacted my internet service provider about the issue, but I always get the same response (e.g. reboot your router, flush the DNS, remove the windows firewall). None of these have helped, this has been going on for the past 3 months and I can't have this happening any longer since my job is making Youtube videos. I also have visual evidence of my ping rising from my normal 32ms to 350ms.

I am hoping you will get back to me on this issue, for I have to make videos soon or else I can't pay for certain things.
Ticket: # 1409761 - Diminished Internet Speed
Date: 1/21/2017 11:30:03 PM
City/State/Zip: San Bernardino, California 92404
Company Complaining About: Frontier Communications

Description
As of last year Fronteir took over Verizon communication in our area. Up until last week our internet speeds have been fine. Our internet now suddenly displays sign of intermittent slowness. Our family members who lives a block away from us are experiencing the same problem at the same timeline. When they called Fronteir, the agent suggested it may have been to force us to upgrade to the faster internet speed as the current plan we both are on were gran fathered from Verizon and are no longer available.
Ticket: # 1409946 - problems with internet

Date: 1/22/2017 10:59:18 AM
City/State/Zip: Laredo, Texas 78043
Company Complaining About: Time Warner

Description
been having the same problem with my internet for a long while now. been having problems with congestion issues in my area. slow speeds problems with streaming video.
Ticket: # 1409996 - Cox Communications Throttling Internet

Date: 1/22/2017 12:00:10 PM
City/State/Zip: Cheshire, Connecticut 06410
Company Complaining About: Cox

Description
We have had confirmation from a Cox tech that the company does indeed throttle service. When we have streamed on the internet, we are then suddenly disconnected and/or the speed is extremely slow, a small percentage of the speed we pay for. We are so unhappy with Cox and have not been able to find another provider in our area. They continue to lie about this yet we have confirmation from their own employee and lots of reports online from other customers.
Ticket: # 1410087 - Paying for service but not receiving

Date: 1/22/2017 2:46:46 PM

City/State/Zip: Kenner, Louisiana 70062

Company Complaining About: Cox

Description
I have been complaining months (since Sept) to Cox & they will not come repair their lines!
Ticket: # 1410090 - Internet speed poor
Date: 1/22/2017 2:51:08 PM
City/State/Zip: Kenner, Louisiana 70062
Company Complaining About: Cox

Description
I have contacted Cox MANY times & I cannot get them out to repair their problem on the pole! I have been complaining since Sept
Ticket: # 1410092 - My TMobile unlimited plan
Date: 1/22/2017 3:00:35 PM
City/State/Zip: Norfolk, Virginia 23513
Company Complaining About: T Mobile

Description
I Get Text From TMobile telling me that my data will be slowed until my phone is paid by 01/25/17. I'm paying $80.00 month plus $8. Insurance for what I was told was unlimited data, free move music screaming. I was to Join others in lawsuit. They say my data slowing is because of congestion that's a lie
Ticket: # 1410128 - Verizon wireless
Date: 1/22/2017 4:01:10 PM
City/State/Zip: North Arlington, New Jersey 07031
Company Complaining About: Verizon Wireless

Description
Data network really slow buffering a lot
Ticket: # 1410689 - Service issues
Date: 1/23/2017 10:13:02 AM
City/State/Zip: Jacksonburg, West Virginia 26377
Company Complaining About: Frontier Communications

Description
Frontier Communications does not provide the service i pay for, and the speed is so slow i can not do any type of work on my computer.
Ticket: # 1411073 - Service issues
Date: 1/23/2017 12:45:52 PM
City/State/Zip: Kingwood, Texas 77339
Company Complaining About: Centurylink

Description
Centurylink internet service does not provide me with the service i pay for, the tech change out all my equipment and the service still does not work.
Ticket: # 1411232 - No Internet with DSL
Date: 1/23/2017 1:34:58 PM
City/State/Zip: E. Stroudsburg, Pennsylvania 18302
Company Complaining About: Verizon

Description
Unable to get on the internet or wi fi due to intermittent services. Was told by Verizon that the reason my internet is so slow is because I have a bunch of devices running off the wi fi. This is not true. There are 13 people that have DSL service and it is because there are too many people on the DSL line, that is preventing most people from being on the internet. My devices only run when I use them namely my cell phone. Verizon wants me to believe that I am unable to use my internet service because I have some cameras running and my cell phone. This is ridiculous. This was never a problem until last month. Verizon needs to establish another DSL line so that people can have internet service.
Description
My father is subscribed to Cox Gigablast internet. The first month we have had great internet
download and upload speeds. But recently we have noticed massive fluctuations in primarily our
download speeds, sometimes so low that internet is not accessible at all.

Previously, our downloads would be at consistent 10+ MBps, but now it fluctuates between 9MBps all
the way to 50Bps. Often there are long periods of times where any internet is unable to access.
Ticket: # 1412282 - Frontier Internet service
Date: 1/23/2017 7:12:13 PM
City/State/Zip: Sardinia, Ohio 45171
Company Complaining About: Frontier Communications

Description
My internet service from Frontier has been slow and erratic for several weeks. When I call, I can be on hold for over 30 minutes. They have started a "trouble ticket" but nothing has changed. Today, the wait/hold/talk time was over 45 minutes with no update.
Ticket: # 1412383 - Substandard DSL Service
Date: 1/23/2017 8:06:51 PM
City/State/Zip: Longbranch, Washington 98351
Company Complaining About: Centurylink

Description
We live in a rural area, but I shouldn't have to pay for a service I can't use. The DSL service continually disconnects and when it is connected the speeds are really low. I am paying for 10 Mbps, but usually only get 267Kbps. This causes major issues with my ability to work and my son's education is being negatively affected. When you call and ask for assistance, they just tell you that you live in an area that is having issues, they are aware of it and working to correct it. These issues have been going on for years, I'm tired of hearing the same excuses. They just don't want to give us what we pay for, but dedicate all resources to high population density areas. We have friends less than a mile away and they don't have these issues. Do I have any rights to not be ripped off? I really just want to receive what I'm paying for.
Description
Since last year I have been experiencing lots of issues with my internet connection. I have called several times and they just restarted my modem or sent a signal. After a while this year one of the representatives after calling several times that week suggested to change the modem they provided me. I did but I still continue having the same issues. I am really upset for paying for a poor service.
Ticket: # 1412445 - Continued poor support
Date: 1/23/2017 8:47:24 PM
City/State/Zip: Mesa, Arizona 85210
Company Complaining About: Centurylink

Description
For more than a year I've had internet and phone issues with Centurylink in my area. After not using the phone service any longer, the issues are now just with the internet service. I've worked from home for 5 years and this is the worst service I have ever had. I rely on the internet to get my job done. It's forced me to miss work and putting me at risk for being fired. Issue: internet reliability is intermittent. I never have my actual speed or the positioned speed. My internet will drop at LEAST 2 times a week, during the bad times it can go out 10+times a day. It's dropped in the middle of me interacting with customers and taking tests online for school. The century link tech support pushes my issue to the (ground) cable team and they will push it back to them. I was told my issue was going to be addressed 6+ months ago by actually digging up the cables and fixing the line. That was never done. And when I ask support about that, they state they don't have the notes from the cable dept.. It should also be noted this isn't the first time I have filed a complaint. I want to switch service providers but I'm told in honesty (and anonymity) that I will experience the same issue because the lines were laid at the same time as other providers.
Ticket: # 1412613 - poor internet service and poor customer tech support
Date: 1/23/2017 10:56:31 PM
City/State/Zip: Lady Lake, Florida 32159
Company Complaining About: Comcast

Description
i have had sporadic speed connection issue sine april of 2016, but recently it got worse. my upload speed goes down tp 0.2 or 0.02 mbps , i have 25mbps down 5 mbps up, yet my connection keeps dropping , i use this connection also for voip, so far many many calls, i got lied saying a field tech will come and fix it, come to find out no apt was scheduled, i was told many times a manger will call me , i have IDs for agent and names of managers that supposed to call me. no one calls, no reliable tech support. p.s. keep in mind i have records of speeds tests mentioned, and IDs of agents
Ticket: # 1412744 - Ongoing intermittent connection issues  
Date: 1/24/2017 5:34:20 AM  
City/State/Zip: Greenbelt, Maryland 20770  
Company Complaining About: Comcast

Description
I have been having intermittent issues with periods of partial or full loss of TV, internet and phone service as a result of high upstream packet loss over approximately the past 5 months. Per my conversations with tier 3 support, this typically affects a wide area, and we have established that the issue is not in my equipment or my apartment building's wiring.
Ticket: # 1412987 - Comcast, xfinity, Inconsistent speed!
Date: 1/24/2017 10:55:13 AM
City/State/Zip: Okeechobee, Florida 34974
Company Complaining About: Comcast

Description
Service issues, Slowing down and not working at times! Cant use Netflix at times, streaming has issues!!!

(b) (6)
**Ticket: # 1413382 - Broadband Inconsistent speed impacts on the quality of VRS Faculty**

**Date:** 1/24/2017 12:34:30 PM  
**City/State/Zip:** Myrtle Beach, South Carolina 29588  
**Company Complaining About:** Horry Telephone Cooperative

---

**Description**

(CTR 384) The Consumer complains that the Broadband Access speed is inconsistent and this impacts on the quality of her VRS faculty thus resulting in her communication access being denied from time to time. This causes her to be concerned about her ability to contact emergency numbers in such times if the VRS faculty quality continues to be challenged by inconsistent speed. She is an elderly pensioner and she doesn’t have time to keep tabs of everything including keeping a diary documenting internet speeds to build up a case.

The consumer wishes for the company to reexamine the situation and come to resolution on that. She also wants to have another site survey done.
Ticket: # 1413627 - Time Warner fails to provide me internet service
Date: 1/24/2017 1:35:22 PM
City/State/Zip: Arcadia, California 91007
Company Complaining About: Time Warner

Description
Time Warner internet service is extremely unstable. I am using 50 Mbps internet service with Time Warner. But the internet speed is barely 1-10 Mbps (most of time, under 300 Kbps). So I have to call them every day. Right after the call, the internet speed boosted up to 50 Mbps, but one hour later, speed slows down again. I called the countless times, they sent technician but still can't not provide the internet service that I paid for. I have to upgrade my cellphone data plan to unlimited data plan, because during night time, my internet speed is under 300 Kbps. This situation has been lasted for a year. Calls, change modem router, buy my own modem router, keep calling... never resolve the speed issue. TW is the only cable company in my zip code. This made me no other choice but let them fool me around. Please give them a query or ticket that make them fix my internet as soon as possible. I would also want compensation for the troubles and slow internet service but high speed internet charge for a year. I am now so desperate with my internet. I have spent more than $300 on modem and router, $60 more per month on cellphone data plan, and I am also paying TW $50 per month for 50 mbps internet service. And the result is I have no internet at home....
Ticket: # 1413685 - Ongoing intermittent DSL failures

Date: 1/24/2017 1:49:57 PM
City/State/Zip: Riverhead, New York 11901
Company Complaining About: Verizon

Description
We continue to have spotty internet service through Verizon DSL. The DSL failed on January 23, 2017 from 10:15 to 10:35 am and from 10:47 to 11:15 am. Today, the service failed from 11:47 am to 12:18 pm.
Ticket: # 1414137 - Excuse my language about the internet

Date: 1/24/2017 3:37:32 PM
City/State/Zip: Boston, Massachusetts 02122
Company Complaining About: Verizon

Description
Why the fuck does Americas internet sucks when WE had it first you'd think we would have the best internet by now but no South Korea has the best internet by now it's like having a PC from 1999 and it's 2017 and you're still trying to play on a 16 bit system come on get with the fucking program like everyone says internet is a necessity try finding a job without the internet these days
Ticket: # 1414162 - AT&T severe packet loss resulting in high latency

Date: 1/24/2017 3:43:09 PM
City/State/Zip: Ray City, Georgia 31645
Company Complaining About: AT&T

Description
Attempts resolution(s) since 2014. Multiple work orders, 2 Better Business Bureau complaints, Georgia telecommunications complaint, Attorney General complaint. Each have been closed with answers "we don't troubleshoot packet loss, it's your router, it is what it is no better, and we can't help you short of rebuilding the network!"
At any given time packet loss will exceed 5.00%-50.00% and latency will then increase above 200ms. I have been using AT&T router since Oct 2016 with the same results.
I have multiple print screens of packet loss with time and date along with AT&T web page test results during the occurrences.
According to "AT&T IEEE Communications Magazine • June 2003", AT&T do have active measurements on the network measuring packet loss and latency.
24 Jan 2017 a representative from an AT&T office of the President that closed the complaint in Sept 2016 called to tell me "there is nothing we can do short of rebuilding the network!"
I am not the only one with this problem here and no one will fix it!
Ticket: # 1414262 - AT&T Uverse
Date: 1/24/2017 4:05:31 PM
City/State/Zip: Fort Lauderdale, Florida 33308
Company Complaining About: AT&T

Description
Consistently drops TV and Internet services. Disappointed by changing over from Comcast, never had this situation in the past 10 years.
Ticket: # 1415200 - Comcast Throttling Data
Date: 1/24/2017 10:28:06 PM
City/State/Zip: Seattle, Washington 98168
Company Complaining About: Comcast

Description
At the end of each month when our data reaches near the data cap, we are supposed to simply be charged an additional fee for going over. However, our internet also gets throttled. It's unacceptable for Comcast to both charge us for additional data and also throttle that data. Something needs to be done.
Ticket: # 1415508 - ATT Sent me to a collection company for doing exactly what their rep suggested.

Date: 1/25/2017 10:01:28 AM
City/State/Zip: Miami, Florida 33196
Company Complaining About: AT&T

Description
FILE NUMBER with ATT [b] (6) [b] or they can find my records via [b] (6) [b]

I was subscribed to ATT for a bundled package which I had several issues with their phone and internet services. Specifically the Internet was too slow for me to be able to connect to my work VPN and conduct my video presentations. On several occasions I was told that my house was too far from their network and they would not be able to increase my internet speed for a few weeks. Weeks turned into months. When they said that was eligible for the increase I lost 2 days of work while they tried to figure out why they would tell me that I was eligible for an increase when the network was still too far away. At this point when I called and told that I needed to seek an alternate provider I was told by the rep that I would be able to switch to Direct TV and use another provider for internet. Then they proceeded to say that they could not order Direct TV until I cancelled ATT. The workaround they said was to order the service for Direct TV under my wife’s name [b] (6) [b]. This way I would not have any service interruption. They also said that since ATT owns Direct TV I would not be responsible for any fees since the service was to the same address.

I have now been sent to a collection company for a $300+ fee. How can I be responsible for services that their rep recommended I do? They were trying to help me by sending me to a collection agency?

Please help!
Ticket: # 1416137 - broadband speed
Date: 1/25/2017 1:20:36 PM
City/State/Zip: Loshatchee, Florida 33470
Company Complaining About: AT&T

Description
Not getting promised speed of internet service from AT&T. Never has. Wants this fixed.
Ticket: # 1417539 - Slowed Internet service
Date: 1/25/2017 7:55:41 PM
City/State/Zip: Fort Collins, Colorado 80525
Company Complaining About: Comcast

Description
Very slow internet while they call to try and sell me faster Internet. Xfinity blast pro should operate fast enough to allow multiple streaming HD and I can't stream even 1 HD show until I call them and it magically fixes everytime.
Description
In Sept of 2016 I received a bill from AT&T which I believed had some errors. I paid that bill in October. On November 02, I called AT&T to clarify the billing issue. A representative agreed to discount the amount in question, $12.61 on the November billing. However the following bill did not include the agreed discount. I returned a call to AT&T on December 09 and was assured by a different rep. that the credit would be reflected on the December billing, it was not. January billing did not reflect the credit either, in fact my bill went up an addition $16.00 while my service was worse. Wireless networking at the residence during the weeks of Christmas and New Years were so unusually slow that guests had to rely on other cellular providers while in my home network range.
Description
I have been having major issues from my cable and internet provider Comcast. It started when we moved in. We get free cable from our complex but not internet. We reciedved a coupon for the starter internet package for 19.99. I called and signed up. It didn't work. We called. They set two appointments that were ignored by them. Then a woman showed up unannounced. She asked to speak to the complex. I got the maintenance crew and never saw her again. I never recievied the 19.99 then I got the digital package to make the internet wk properly. Never worked properly to this day. I got charged $50 for the unannounced woman which I paid for after being told I wouldn't have to. I countinued to call and complain. Was promised credits that I never recievied. I finally had enough so I called on Dec 30th 2016. I was told I needed to upgrade my service to the next package. I was told my internet for Nov n Dec would be credited and my new bill would be the same amount with speeds of 125 mbps. I thought she was actually fixing it. Nope! I only got the 125 mbps while I was on the phone with her. Then I recievied my bill. No credits for nov or dec. Then jan was $209. My total bill was $409. I called on jan 24th. I was advised to speak to a customer care advocate. I have called tons of times and never was even made aware this department existed. I spoke with Brandy. She is the first person at comcast to make me feel like I am not fighting to be a customer. She gave me some of the credits I more than deserved. I asked her when the new $85 bill would be due. She said the 7th on feb. I awoke this morning to my service shut off. I called billing. Was asked to pay 3 different amounts to cut my service back on. I proceeded to tell her that I wanted to close the account. To which I was told no. Multiple times. I recorded this conversation. It was the first I felt the need to do so. She kept interrupting me until I told her I was recording and that she was only trying to get payment for services not rendered. She immediately said collections would turn it back on. It was a mistake. I was transfered to a voicemail that I never got a call back. Just like all supervisors I try to contact. I then started looking at all the comcast lawsuits and complaints. I have consecutively been ignored, swindled, lied to, and shamed. I have paid over $1000 to never have my services working correctly. There is no other internet options at my complex. This is a monopoly taking advantage of customers. Their commercial says guaranteed. Never....
Ticket: # 1417886 - Cox internet
Date: 1/26/2017 1:13:55 AM
City/State/Zip: Junction City, Kansas 66441
Company Complaining About: Cox

Description
Why isn't that they started to put data cap on the internet, when now this new age everything is data age. If tv cable was affordable they would lose customers they say it $80 for the first year and after that it goes up to $150 so yes you cut the cord for cable so what they do they put a data cap on the internet but if you have conture it won't use data so you have to use they service. They forget with a family of 4 is unreal to not go over the data cap
**Ticket: # 1417978 - Suspected throttling**

**Date:** 1/26/2017 8:07:00 AM  
**City/State/Zip:** Coopersville, Michigan 49404  
**Company Complaining About:** Frontier Communications

**Description**

When attempting to live stream videos, especially late in the monthly billing cycle our speed drops to less than 30kbs/s rendering the stream unwatchable. In addition to this, we have also had multiple times when attempting to load a simple webpage we are greeted by a frontier redirect screen saying that we are unable to reach the webpage. There are also daily occurrences of losing our internet connection, a situation that isn't rectifiable by a modem restart. Along with these issues, we have received bills that are higher than our contracted monthly billing amount in an attempt to break the contract.
Ticket: # 1418034 - Frontier Communication Bad Service
Date: 1/26/2017 9:14:22 AM
City/State/Zip: Benton, Pennsylvania 17814
Company Complaining About: Frontier Communications

Description
We have sporadic service and have had numerous repair technicians out all saying there is not much they can do. We pay a lot of money eyes each month for slow or no service.
Thank you
Ticket: # 1418123 - AT&T internet
Date: 1/26/2017 10:38:32 AM
City/State/Zip: Jackson, Georgia 30233
Company Complaining About: AT&T

Description
My internet has been so slow and goes out all the time. Usually on a daily basis and 100% guarantee when it rains or cloudy day. The last tech that came out spent all day here trying to fix the problem. Still speed was like .014 upload. I paid for 6.0 for years and when I complained they said 6.0 wasn't available in my area. So the price didn't change for 3.0 I never ever get 3.0 and barely get 1.0. They laid a new fiber cable last month right in front of my house which at the time my issue was being worked on with AT&T I was happy that they finally were replacing the cable. WRONG, I was told that cable was for a business person who paid to have it ran. Well there are no businesses around here so I assume it's for someone running a business out of their house. But why can't they replace the cable for our neighborhood? The cost to run his line was 1K (what I was told) well they spend way over 1K having techs out here all the time and my speed is still very very slow. I have checked it at all times, even early morning 1-4am and I have screenshots of how slow it really is. I'm not blaming the tech he worked really hard to try and get me fixed, at one point I had a high speed 2. something then the next day same thing back down to .014 I called the tech again. They worked and the contractor cut the cable I was out of service for a day. My service still goes off and on...they have replaced my router many times still doesn't help anything. I'm so sick of paying high dollar for such slow internet. Please Please help! My husband has dementia so I haven't spent a lot of time on the internet in the past 3 years but now he's in a nursing home and I have the opportunity to work from home but can't get 3.0 upload. So not fair that I have this opportunity and paid money to get this job and now due to the slow speed it doesn't pass the test. Please help me if you can. They could run uverse out here and make more money but they refuse to do so. I feel like the cable was cut many years ago and the wear and tear on it somewhere is why it goes in and out and especially when the weather is cloudy or raining. Please see if you can get them to replace the old copper cable and give us something worth while since we pay so much for low speed for years!! Thank you in advance for your speedy consideration.
Ticket: # 1418588 - Dropping Internet service to force us to new service
Date: 1/26/2017 1:19:50 PM
City/State/Zip: Athens, Alabama 35613
Company Complaining About: AT&T

Description
AT&T has pushed us to move to Direct TV but we have declined everytime. Since the first decline our service has been intermittent. Our speeds are slowed until we call, a service member is scheduled at the end of the work day eventhough we call in the morning. 10 minutes before the member arrives the service is restored and the schedule cancelled. When our speed is slowed, our family and friends in other neighborhoods is fast, and vice versa. This has been ongoing with no resolution. It seems they are overloaded and trying to balance our services by slowing shutting down during different times but still requiring us to pay for full services. [b] (6) [b]
Ticket: # 1419496 - Repeated Internet Outage--Known Problems with No Correction
Date: 1/26/2017 5:27:00 PM
City/State/Zip: Walnut Creek, California 94598
Company Complaining About: Wave Broadband

Description
Wave Broadband has been to our office location on at least 4 occasions for internet related issues. Each time, the field technician has indicated that the area is "known for problems" yet they have refused to correct or address the issues. In the past 3 days the problems have become such that work has become all but impossible. The company consistently charges for service, but does not provide the services they have charged for and it is a KNOWN problem to them.
Ticket: # 1419662 - Inconsistent Internet Service

Date: 1/26/2017 6:24:17 PM
City/State/Zip: Stafford, Virginia 22556-1298
Company Complaining About: Comcast

Description
Our speed is inconsistent; Comcast always throws the blame back on us - we have the wrong modem; bad cables; didn't reboot system correctly. On 29 Dec 2016 we were offered a check by the technician which we scheduled, but 2 hours later Comcast called back to say they had canceled that appointment because we didn't need it - we needed a new modem. The modem we had was rated for the speed we had asked for but we spent $180 on a modem anyway. On 24 Jan 2016 we were offered an upgrade but Comcast was not completely honest about what we were going to be charged; our rates are raised every six months, but we do not receive service that merits a rate hike.
Description
Internet speed at my apartment is constantly plagued with inconsistency and flat-out outages, especially after a day of constant use. I work remotely from home and this interfering directly with my ability to complete my job and therefore potentially affects my income.
Today I am writing you to be my family's advocate. We have been time warner cable customers for over 3 years and the last two and a half have been a nightmare.

In 2015 at the time of Time Warner Cable's attempt to boost speeds in light of rumors of google setting up service we started to experience a great deal of intermittent connection and downtime. I had recently become home bound and made it my task to figure out the problem. After dealing with basic over the phone troubleshooting I was asked to schedule a tech appointment to fix my issue. I happily agreed but little did I know this would be the beginning of a tug of war to get Time Warner to be accountable for the quality or lack thereof service I was receiving. So the first tech (tech 1) came, reset my modem, and tested until he had one good test to show then left. The quality of service that this technician provided was not helpful and provided a foreshadowing of all technicians that we would have from here on out. Having a quasi-professional come into a customers home and essentially "jiggle wires" or turn it off and "wait 5 seconds for it to work" is ridiculous and almost always ineffectual. After reading the test that had reached 200/mbps he declared my issue was fixed and then he left. Subsequently that night I did another test before gaming and our internet was back to being subpar at 65.7/mbps which lead to another call. Again after another attempt at standard over the phone troubleshooting which did not work, I was asked to schedule another appointment for a technician to visit.

Technician 2 was more knowledgeable and tested for wifi networks on the same channel. He tried to put mine to one that had the least traffic in my neighborhood but still could not reach satisfactory speeds for him to say the job was done. At the end of his visit he asked myself and my wife to be patient because of the network upgrades for the faster speed. Frustrated, my wife and I decided to wait until the upgrades were completed. At this point I was informed by a representative of the company that upgrades would be automatic and I would receive a call to set up an equipment upgrade. So we waited and in that time experienced the same slow, intermittent connection which after a few months again sparked my frustration at feeling as though I had no choice in internet because Time Warner has a monopoly in downtown San Antonio. So I called and was told that it was my responsibility to have called about the upgrades in speed and that they had turned it on sometime ago. This made me want to cancel immediately but again Time Warner is the only company with realistic speed in my area as AT&T still has a dismal 3.0/mbps. So after dealing with phone support I received a new modem in the mail with the promise that I'd never have trouble again a couple of days later. When this happened, I never received any documentation about the new split networks between 5ghz and 2.4 ghz bands and how it was necessary to experience the speed you have to switch over to the 5g network.

At this point I had to call for another technician visit.
December 2016:
I contacted Time Warner Cable/Spectrum for my ongoing internet connectivity problems because I was still having problems with intermittent internet. At this point, my wife and I had rearranged our apartment so that all electric devices were within 5 feet of the router but were still having problems. We regularly use a gaming device in order to stream movies and internet but were noticing a slow connectivity or disruption in the middle of streaming. My wife and I were so frustrated at this point that we called in about a week before Christmas to try to troubleshoot and eventually decided to cancel our service. We set up a date to discontinue service on December 31st and during that time we looked for other companies that offered internet services. Unfortunately we did not find anything in our area that offered anything comparable to the speeds that we are supposed to be getting from Time Warner Cable so we felt obligated to call back and change our cancellation. We spoke with a technician and then set up a service technician to come visit our apartment on December 22.

December 22nd, 2016: This technician came and spent over an hour and a half trying to resolve the issue. Eventually he switched out the modem with the guarantee that he would push our issue up to a senior technician or supervisor. We had an hour’s worth of good connection before our regular troubles started again. Unfortunately this time the problems were worse than before which caused us to have to unplug the modem regularly before we could resume our internet usage again.

January 10th. 2017: My wife called TWC/Spectrum to discuss our bill and the problems that we were experiencing with our service. The billing department confirmed that a credit had been applied to the bill for our intermittent service and documented the issues with lagging internet service. At this time, my wife asked about the senior technician that was supposed to handle our case and was informed that a senior technician was never requested for our internet issues. Upon reading the notes, the customer service department stated that the issue was never forwarded and our problems were marked as “resolved” upon completion of the December 22nd visit. My wife was very frustrated at this point and informed them that she would call back when we would have time for a new technician to visit our home.

Week of January 15th, 2017: My wife and I were unplugging the modem daily at this point to be reset to fix our intermittent internet speeds. Some days during the week we had to reset the modem more than once but would eventually experience slow and disconnected internet.

January 22nd, 2017: We unplugged our modem 3 times within a 7 hour period to reset our modem which prompted my wife to call TWC/Spectrum the next day to set up a service technician appointment to visit our home.

January 23rd, 2017: My wife called technical support at TWC/Spectrum once again to do an over the phone diagnostic of our internet service. During a 1 hour time period (which she spent the majority of time on hold), the technician went through several steps to try to diagnose the problem. The technician that was helping her looked through our past call history and could not figure out anything different to try with our internet. I would like to point out at this time that he did notice that there was note of cancellation on our account set for December of 2016. He also noticed that there was a technician at our location after we had setup that cancellation date and also saw the note that we decided to not cancel and instead request a technician visit to try to resolve the issues. The technician over the phone asked my wife repeatedly that we had decided to not cancel our service and she reaffirmed that we were keeping our internet service with TWC/Spectrum. He confirmed this several times before arranging for a service technician to visit our home on January 24th between 6-7
PM. My wife requested a senior level technician because we never had one visit after the December 22nd, 2016 appointment. The person my wife was speaking to agreed to put the note on the account to request a senior level technician and then transferred my wife to billing to try to receive a credit for our horrible service. In the billing department, a woman named Kayla answered the phone to handle our account. She informed my wife that although we were having bad internet service and had called in several times, she could not credit my account because we had an appointment arranged for January 24th. She also read through the past call notes and stated that the January 10th call only consisted of a bill review and had nothing to do with noting our intermittent internet service. She documented the note and told my wife to call back on January 24th after the service appointment t
Ticket: # 1420329 - Poor service and connections speeds and reliability from Windstream

Date: 1/27/2017 9:47:57 AM
City/State/Zip: Milledgeville, Georgia 31061
Company Complaining About: Windstream Communications

Description
We have been having Internet connection problems at my home for over a week now. I have called Windstream multiple times and they attempt to resolve the problem but then say that an engineer has to look into the issue and it will be resolved within 24 to 48 hours, after which I will receive a call from Windstream. The problem is still is not resolved and has only gotten worse; in addition, no one from Windstream has called me. Every time I call after 48 hours, they tell me the same thing. This has happened multiple times in the past but never to this extent. We are not even receiving half of the advertised speeds we are paying for, and the connection keeps dropping and is inconsistent.
Ticket: # 1420427 - Re: Cincinnati Bell Zoomtown internet not working properly for years
Date: 1/27/2017 10:42:08 AM
City/State/Zip: Okeana, Ohio 45053
Company Complaining About: Cincinnati Bell

Description
This is a follow-up to your previous request #1242145 "Cincinnati Bell Zoomtown internet not working properly for years" I did not receive a response in the mail from Cincinnati Bell. Can you send me a copy of the response that they sent to you? My email is (b) (6)
Ticket: # 1420902 - Internet
Date: 1/27/2017 1:13:53 PM
City/State/Zip: Warrington, Pennsylvania 18976
Company Complaining About: Verizon

Description
I have Verizon fios for internet my speed is 50/50 it is Never that speed I have called many times to
complain and it has Never been fixed. Here is a example of my internet speeds in the morning 14
Mbps then 31 Mbps afternoon then 20 Mbps now that is what I get from Verizon I need HELP thank
you 1/27/2017
Ticket: # 1421215 - internet speeds
Date: 1/27/2017 2:26:37 PM
City/State/Zip: Westwood, California 96137
Company Complaining About: Frontier Communications

Description
I am a Frontier comm. Customer. I pay for a 6 mbps connection. For the past 2 months my connection speeds have been under 1 mbps the majority of the time. I called them and ask to be released from my contract w/no ETF fees as they have not provided the service we contracted for and they cannot tell me when this situation will be resolved. This is grossly unfair. I might as well not have internet as the speeds I receive are unable to open any but the simplest of web pages.
Ticket: # 1421365 - Internet issues with Charter AGAIN

Date: 1/27/2017 3:05:14 PM
City/State/Zip: St Louis, Missouri 63116
Company Complaining About: Charter

Description
I have Charter as my ISP. For weeks now, the internet has dropped for lengthy amounts of time every day or two.

I work from home. I NEED my internet to work. These issues are going to cost me MY JOB. Please help me.
Ticket: # 1421412 - Dsl
Date: 1/27/2017 3:16:34 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
Dsl constant outages and slow speeds
Ticket: # 1421570 - Inconsistent speeds and less than 25mbs
Date: 1/27/2017 3:57:00 PM
City/State/Zip: Bitely, Michigan 49309
Company Complaining About: Micom

Description
Micom internet states they offer broadband internet when they only offer what is considered Broadband in one area (Highland park) in all other areas (Bitely/ Baldwin) they most they offer is 5MB. When called to ask about whether or not they were planning to implement boosters or anything of the sort to increase signal strengths I was met with hostility and told that the FCC did not change the definition of broadband, and the woman refused to communicate further on the issue.

I presently pay for the highest "broadband" speed in my area which is 1mb upload and 5 mb download. I do not receive a consistent speed of 5mb and when It is performing at the advertised speed that I pay for monthly it's only for an hour or less. Which is why I called to ask whether or not the woman knew if Micom was planning on implementing boosters to improve their internet speeds; because I've called many times before about not having a stable connection or stable speeds and the problem is never fixed for long. No other internet provider will install internet at my home because they say Micom owns the contracts for this area which I would think means Micom has a responsibility to at least try to improve their internet speeds and if not at the very least explain why not when asked.
Ticket: # 1421999 - Internet
Date: 1/27/2017 6:07:18 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
We are very unhappy with our internet through CenturyLink in Yacolt, WA. It is out at least twice a week, and super slow in the late evenings almost all the time. We get no help when co texting customer service. They tell us that "sometimes these things happen" and "test" our speeds and tell us that it's right where it should be. We have had to reset our modem numerous times over the last few months, and unplug/re plug it many times each week. We have troubles streaming constantly.
Ticket: # 1422160 - Century link in Yacolt, WA
Date: 1/27/2017 7:15:20 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
Century link is the only service provider option for us out here and they have awful service! This whole town is fed up with it! A lot of our incomes and businesses depend on a reliable internet connection! Something MUST BE DONE.
Ticket: # 1422186 - Centurylink slow
Date: 1/27/2017 7:46:22 PM
City/State/Zip: Slocomb, Alabama 36375
Company Complaining About: Centurylink

Description
Have had 1.5 mbps internet for 5 years now. Seldom is it that fast. Really expected opportunity to upgrade with CAF grant going to centurylink. That was 2 years ago. Today I could not get a straight answer as to slow speed or a projected upgrade date. Only sure thing is the bill.
Ticket: # 1422313 - Repeatedly Issues  
Date: 1/27/2017 9:03:17 PM  
City/State/Zip: Albuquerque, New Mexico 87116  
Company Complaining About: Comcast

Description
Seemingly random fluctuations of internet speed and loss of connections to very specific services. Been consistent issue for a month or two. Any streaming video, Amazon, Netflix, Google has had the same random drops in to almost no internet speed. Paying for 100mbps but sometimes getting a tenth of that. They claimed to give a refund after the issue, but never did.
Ticket: # 1422437 - Internet Speed
Date: 1/28/2017 12:12:32 AM
City/State/Zip: Fort Collins, Colorado 80526
Company Complaining About: Comcast

Description
Comcast is dogshit. Im currently getting 1 mb/s download speed when i pay for 75. im getting ripped off clearly.
I pay on average $135 a month for my phone and internet service and we keep having internet outages. And I am not getting the speed that I am paying for. I'm paying for 10 mbps and I should be able to watch netflix. But no. I can't. I can't even watch short clips on facebook!!! They always give them the same song and dance that they don't see any problems on their end so it must be my modem. They even sent us a new one, saying the old one was bad. Well, guess what, same problems with the new one.
Description
The internet service to my home has become so very slow over the last 6 months. I have called centurylink customer center. After 30 to 45 minutes waiting, they tell me that there is no issue with service in my area. Everyone in our area is having some type of issue with this company. Everyone you speak with is having issues. There is no other company for internet in my area. Most of the time you have no internet service at all. Whenever you call the call center you get a non English speaking person who puts you on hold at least 2 times and then tells you that there must be an issue with your computer.
I have tried getting to a supervisor but they never pick up. There are so may issues with the service provided and absolutely no one to act like they care at all.
Ticket: # 1422501 - Internet Throttling During Heavy Usage

Date: 1/28/2017 5:56:37 AM
City/State/Zip: Seattle, Washington 98101
Company Complaining About: Comcast

Description
I have noticed that when I am using any form of file sharing application or heavy downloads, that after a short while my internet speed becomes throttled. It bounces off and on but it's very clear that my speed goes from 4.0MB/s or faster down to 4Kb/s. Not only my download but also my upload.

As a systems engineer myself I know this is a clear sign of throttling. Losing data from one type of source, say, downloading, wouldn't have an impact on my upload but they are impacted at the exact same time, every time. I am requesting that they cease and desist as per Net Neutrality laws. Thank you.

P.S. In my attached screenshot you can see the speeds that I am currently receiving on a peer to peer client. This has been bouncing between 5MB/S for 30 minutes down to speeds as listed here for 30-60 minutes. I am not dropping connections to peers but both my upload and download speed drop at the same time. Again, this is a clear indication of throttling. Furthermore, when using a VPN or SSH connection I have no significant loss of speed as I do when unencrypted.
Ticket: # 1422518 - Internet connection in accordance with connect america fund phase II  
Date: 1/28/2017 7:54:08 AM  
City/State/Zip: Dothan, Alabama 36301  
Company Complaining About: Centurylink

Description
CenturyLink refuses to correct problems with connection stability or speed. In the last 8 years speed has dropped below an average 2 megs. Average disconnected 50 times per day. Problem is on provider side. All equipment on my side has been tested on another connection with zero problems. Line to house has several splices. CenturyLink put in new cable for cell phone tower and dropped our Internet speeds. More houses with less cable. Refuse to fix.
Ticket: # 1422702 - Incumplimiento de contrato
Date: 1/28/2017 1:06:46 PM
City/State/Zip: Bayamon, Puerto Rico 00957
Company Complaining About: Sj Net

Description
Esta compañía desde que tome el contrato siempre me fallaron, siempre llevaba menos señal de la que yo contrate, primero me ofrecieron 6 megas x 2 megas y cuando me instalan solo tengo 6 megas x 1 mega, y desde entonces no llega, por lo menos por varios días la señal contratada, les envio suficiente prueba de lo dicho, no quiero más contrato con ellos.
Ticket: # 1422811 - Frontier Communications Complaint
Date: 1/28/2017 2:26:35 PM
City/State/Zip: Dubois, Illinois 62831
Company Complaining About: Frontier Communications

Description
I waited 40 minutes to talk to CS rep. on their "Online chat system" and was eventually told it was a "Security Issue" and to call the Tech Support. Which was another 30 minutes wait so far and i am currently on hold with them as i write this. I cancelled a 10$ a month hidden security fee recently that is a bogus fee, because I have my own anti-virus and firewall, there is no "extra security" offered by this 10$ fee, but now after i cancel my internet suspiciously slows down. Though I look online at Frontier's Facebook page and it seems others in my area (Southern Illinois) also face this problem. Very slow internet connection Copper-wire DSL and disconnects, cannot stream movies, but i can access this web page. We pay around 40-50$ a month for our slow speed. I finished filing this whole complaint and am still on hold with Tech Support on the phone, I believe 45 minutes now.
Ticket: # 1423074 - Inability to Provide Listed Internet Speeds with Any Reliability
Date: 1/28/2017 6:56:15 PM
City/State/Zip: Oakhurst, California 93644
Company Complaining About: Northland Communications

Description
For over a year now, I have experienced inconsistent speeds ranging anywhere from half of what is listed (and paid for) to 10% of my listed speeds. I have spoken with the local network techs multiple times on this issue and they have done nothing to solve the problem.

The only explanation provided is that the network gets congested with traffic and causes the available bandwidth (and net speeds) to drop. A company technician dispatched to my residence did nothing to fix the issue, but confirmed that there were almost 70 devices active on my section of the Northland network, with only 6Mb of upload speed to split between them.

Northland's inability or unwillingness to upgrade their own network infrastructure yet charge exorbitant prices for speeds they cannot reliably offer is unacceptable. I am filing this complaint with the FCC as a matter of last resort, because after months of calls, technicians, and excuses, absolutely nothing has been actually done to solve this issue.
Ticket: # 1423166 - Poor Internet Speed and Service from Comcast

Date: 1/28/2017 9:16:24 PM
City/State/Zip: Miami, Florida 33196
Company Complaining About: Comcast

Description
Internet speed was very slow. Not worth what I'm paying for. Been visited by Comcast Technician twice but was not able to fix the problem nor did follow up on the complaints. Billed for $50 technician visit but problem was not fixed. Technician promised to call back for wiring replacement schedule but never did.
Ticket: # 1423235 - Speeds getting throttled repeatedly over the last 4-5 years

Date: 1/28/2017 11:44:04 PM
City/State/Zip: Lecanto, Florida 34461
Company Complaining About: Bright House

Description
I am not the account holder, but somebody who lives in the house using the service, the speeds paid for are roughly 5 upload, 75 download, and at the time that this was written (along with several others over the last few years) Sunday, January 28th, 2017. My speeds are getting slowed to the point of them being near unusable. The upload remains the same, but the download is a fraction of what we pay for, at 5 download. This is absolutely insane. I need some action to be taken, whenever I call, or the accountholders call, and even mention the problem, the customer support just hangs up. Or offers little to no assistance.
Ticket: # 1423316 - Bad latency and Internet Speeds (Had issues before)

Date: 1/29/2017 5:44:40 AM
City/State/Zip: Reedsville, West Virginia 26547
Company Complaining About: Frontier Communications

Description
Frontier says that their internet is high speed, yet when I'm playing on it, its not fast enough. I'm a big gamer and I don't usually have any issues beside a few lag spikes, But now the internet got worse as in my download speed will drop from 5.98mbps to 3mbps and my upload will go from 0.80mbps to 0.10mbps then my packet loss will be 48% and my latency/ping will be 5000ms. I can't game on that, the latency has to be below 150ms to play properly, but to add to it have had nothing but issues with Frontier as I also read that they are supposed to be updating likes through my area but they still haven't and don't look like it anytime. They finally came out to fix the server box they had out here. We are paying $34.99 for internet that declared "High speed" when it isn't. Please help us in this situation and how can we fix this occurring issue?
Ticket: # 1423398 - slow internet and streaming issue

Date: 1/29/2017 12:59:46 PM
City/State/Zip: Flushing, New York 11355
Company Complaining About: Verizon

Description
I have verizon fios 150/150 internet service, apparently my internet connectivity speed is not coming up-to to 150/150 besides speed is very inconsistent. And I experience slow internet connection and slow video streaming. I am paying verizon fios for 150/150 service and I need verizon fios to provide me internet service for what I am paying for.

Thanks,
Ticket: # 1423610 - Internet always down
Date: 1/29/2017 5:51:41 PM
City/State/Zip: Bear Creek, Alabama 35543
Company Complaining About: Centurylink

Description
I pay 50 a month to centurylink for 1.5mbps which is way over priced then it's down 60 percent of the time.
Ticket: # 1423666 - Poor internet service
Date: 1/29/2017 7:00:12 PM
City/State/Zip: Falcon, Colorado 80831
Company Complaining About: Centurylink

Description
Horrible internet service
Description
More often than not, we will be watching something on Netflix or YouTube and it will play a minute or two of a movie or video and then will sit and spin trying to connect for twice that long.

When searching the internet, it will do the same thing. When I have tried calling to complain, I will be on hold for 10-20 minutes waiting for customer service. I spend all day on the phone at my job. The last thing I want to do is spend an inordinate amount of time on the phone trying to resolve an issue with my internet.
Ticket: # 1423767 - Slow internet speed
Date: 1/29/2017 9:39:16 PM
City/State/Zip: Hiram, Georgia 30141
Company Complaining About: AT&T

Description
My att. internet is very slow during the day but after midnight and 5:am my internet is fast, but during
the day from 6:am on to 1:am the next day the internet speed seems to have been cut back. I feel
that I'm not getting what I'm paying for.
Sincerely [b] (6) [b]
Ticket: # 1423808 - None or slow response the wifi
Date: 1/29/2017 10:43:38 PM
City/State/Zip: Campbellton, Texas 78008
Company Complaining About: AT&T

Description
Last 3 days I cannot get an message or communicate through my WiFi system. It keeps getting slower and slower.
Ticket: # 1423865 - Not receiving what I'm paying for
Date: 1/30/2017 12:14:59 AM
City/State/Zip: St. John's, Florida 32259
Company Complaining About: Comcast

Description
For the past couple months of moving to our new home we transferred our Comcast service with us and are not receiving the contracted speeds we are paying for (75 Mbps). I have had countless calls with Comcast and chat sessions and am being held to a contractual agreement for 2 years or pay an early termination fee when Comcast is not holding their end of the bargain in providing the service I am paying them for. I have asked for a technician to come out which was scheduled and nobody showed up on the first visit. Every time I call in to reset my connection it tells me there is an outage in my area. This has been going on for days. The screenshot is just a sample of how hit or miss our connection has been. I work from home for a living and cannot rely on this connection and just want out of my contract so I can get ATT which has no problems with their service in my area.

I also have no capability to see the contract I am bound to, I am only told verbally over the phone I am bound to a 2 year term from the day my service transferred to my address upon move in day to my new home.
Continuous and persistent internet problems with CenturyLink. For my area, we are only given one internet provider as an option. The internet shuts off for hours to days at a time, with no warning. Speeds are not as advertised either.
Ticket: # 1423902 - No other options for ISP and very slow internet speeds

Date: 1/30/2017 2:23:50 AM
City/State/Zip: Jasper, Arkansas 72641
Company Complaining About: Ritter Communications

Description
Ritter communications only offers 12 meg internet. They provide faster internet speeds in other areas. We also are stuck with Ritter as there is no other ISP to shop for. I was told by an ex employee that the equipment and infrastructure they have in our area is very outdated. They seem to not want to add new infrastructure. Also, weather effects internet connections. When it rains, a lot of customers internet goes out. I live 2 blocks from the ISP and loose 75% of what speed I am paying for. They provide 12 and I might be lucky to get 6. 10 on a good day.
Ticket: # 1424162 - internet speed
Date: 1/30/2017 11:27:19 AM
City/State/Zip: St. Louisville, Ohio 43071
Company Complaining About: Windstream Communications

Description
We are getting less than 65% internet speed we are paying for. The bill continues to increase with no better service. $5 this month. Have called several times to complain and work with their technical department with no solution. We understand the low speed cannot be fixed instantly because of where we live but why do we keep getting price increases for no better service? Other Windstream customers pay the same amount and get full service where we are discriminated against because of our rural location, we are paying the same and getting less service.
Description
We've had Frontier DSL as our internet provider for years. We've complained about slow internet speeds and high latency multiple times but nothing is ever done about it. We can't even get a tech out to our house to check on anything. Our biggest problem is latency. All day every day, our latency is anywhere from 200 to 500 ms, which makes the internet extremely frustrating to use. The only time that the latency is decent is at 3AM when we aren't using the internet anyways. Attached is a screenshot of a trace route to google.com as an example of this latency issue. If I could switch to another provider I would, but Frontier is unfortunately our only option here.
**Ticket: # 1424724 - Internet**

**Date:** 1/30/2017 1:45:24 PM  
**City/State/Zip:** Spring Hill, Florida 34608  
**Company Complaining About:** Moonbeam

**Description**

I can only have Moonbeam in my apartment complex and I work from home. The internet is always going down or if up the speed will go slowing then what it should be. I have missed alot of work due to this. They need to give me the speed that I am paying for and keep the internet up. This company has costed me over 1000 now. plz help get this problem fixed
Ticket: # 1424936 - Bad service from time warner

Date: 1/30/2017 2:44:51 PM
City/State/Zip: Angola, New York 14006
Company Complaining About: Time Warner

Description
A year communicating with time warner and having same problem, the internet service drops at least 7 times a day and tv service is choppy
Ticket: # 1425494 - Re: rural experiment / carrier of last resort / oversold tower and internet speed issue still not resolved

Date: 1/30/2017 5:04:22 PM
City/State/Zip: Pipe Creek, Texas 78063
Company Complaining About: Rise Broadband

Description
This is a follow-up to your previous request #1237758 "rural experiment / carrier of last resort"

This has still been nothing but a nightmare. As I said previously, Mike Muntz, aka the CEO of Rise Broadband in the Texas area, stated to me that they would be seeking approval to conduct repairs on the backhaul from the owners of the tower they house their equipment on and that they could not proceed until they received approval which could take anywhere from 30-40 days.

However, this has not been the case. 40 days came and went. My speeds were still terrible and as far as I could tell from my end NO progress whatsoever had been made in resolving my upload issues. Finally I ended up speaking to Mike again who then told me the approval process can take anywhere between 30-90 days. Irritated that he'd so blatantly lied to me about the duration I'd be waiting before my issue could possibly be resolved, I decided to wait out the 90 days just to see if Rise Broadband would actually come through this time.

To make a long story short, No. They haven't. In fact, Mike doesn't seem to know anything about the current state of tower "approval" request. He doesn't know what's going to be done about my backhaul problem although he promised to find out and said he'd return our call later in the day - which to no surprise - never came. I find it very disheartening that someone who would supposedly help me "resolve these issues" and get me back to the speeds I once had before Rise Broadband bought out Internet America, seems to know so little about the issue in the first place. After all this time I had expected a CEO of Rise could've made some progress toward getting my tower repaired while Mike Muntz has simply kept us in a suspended state of limbo where no one seems to know if the issue is being worked on at all anymore.

In the meantime, my speeds are still awful. More times than not it's unusable. Not only does it make simple leisure browsing a pain but it also affects our business as well and to be flat out honest - I'm tired of it.

Given as how my original ticket with all my dirt against Rise was deleted due to a mistake you, the FCC, made in releasing my information to dozens of incorrect service providers (or as one of your Supervisors - Mrs. Barnes, put it: "Everyone on the face of the planet") who had NO business having my information in the first place and even sent me harassing phone calls when the "mistake" occurred - I will be including some of the screenshots I have taken cataloging our speeds over the time of this whole incident (I have more however due to my slow speeds I simply cannot upload them all but should you require them I will be more than happy to do it). I shall also be re-including the video I'd taken of a Rise Broadband technician stating that Rise has oversold the towers and they know they have yet they refuse to do anything about it (which ironically resulted in the Tech who revealed this to
us being fired by Rise Broadband) Funny thing is, I will also be including the website "pissed consumers" into this complaint. All you have to do is take a simple look through the reviews for Rise Broadband to see that we are not the only customers who've been told the same by Rise technicians. If more than one employee is telling the same story to multiple people buying service from the same company, that hardly sounds like a disgruntled employee who's had it with his employer. That sounds like a dishonest company which is exactly, in my opinion, what Rise is.

I want to see results regarding the repairing of my backhaul. To have me paying for "Gold Speeds" when Rise won't even ensure I'm getting THAT, is absolutely ridiculous - and I'm not going to take the typical "We only promise up-to speeds" work around excuse as an answer. The Speeds I'm getting currently are the "Network congestion" speeds. Network congestion occurs when too many people are logged into a tower at once. The Open Internet statement and policy states that as people log off - Network congestion will alleviate and customers will be returned to normal speeds. But as I've stated before, if you oversell your service then your towers will be in a constant state of network congestion. You have too many customers attached to one tower for the "throttling" to alleviate therefore everyone gets terrible speeds ALL the time. How exactly are you supposed to promise your "up to speeds" then if there's no way you couldn't possibly know those speeds could never be achieved to begin with because the tower is providing service for too many people which in return forces it into a throttled network congestion state? And no argument can be made that Network congestion "isn't throttling" seeing as how "throttling" means to "control". Network congestion management "controls" how much internet customers receive during high usage times. Problem is, the tower is oversold. Every minute of every day and night is a "high usage time". There's not enough internet to go around and ironically enough, the speeds most customers who've left a review on pissedconsumers AND Rise Broadband's own facebook page "mysteriously" line up with Rise's chart for Stage III Network Congestion Max management. Oh but Rise also uses "fair queuing" to "equally split available bandwidth across all active subscribers regardless of usage or service plan" .. Again the tower is oversold. There's not enough bandwidth for everyone. Hmm..

As I said, I want to see this issue fixed or at least I want some actual proof of progress being made toward GETTING IT FIXED. If Mr. Mike Muntz can't do it then I want to speak to someone higher than him who can. As usual, any and all help would be greatly appreciate because as I've said numerous times now, this is getting ridiculous.

Video of the Rise Broadband Technician who stated Rise has oversold the towers.  
https://www.youtube.com/watch?v=oPQXtNfMP0w

Link to Pissedconsumes reviews for Rise as well as Rise's own facebook page.  
https://rise-broadband.pissedconsumer.com/  
https://www.facebook.com/RBRDBND/reviews/?ref=page_internal

Link to Rise's Network Congestion management page  

Original DELETED Support ticket number in which my personal information was freely and wrongly given out to dozens of internet providers (I have screenshots of that as well):  
No. 1069618 and the employee attached to it was: Tanya McKenrick
Ticket: # 1425515 - Issues with cox
Date: 1/30/2017 5:09:01 PM
City/State/Zip: Baton Rouge, Louisiana 70820
Company Complaining About: Cox

Description
Intermittent service outages, unreliable upload and download speeds. Equipment that won't show up on Cox network even while having partially working internet. Ongoing for 2 plus years. More than 50 technicians out to location. No resolution to ongoing issues as of yet. No other companies to get comparable service through in the area (Cox Monopoly). At worst times the internet would be unusable for 5-6 hours a day. Paying for an internet package advertised at 100mb download and 10mb upload and only getting 10-25mb download and 1-2mb upload when it is being faulty.
Ticket: # 1425540 - Internet service

Date: 1/30/2017 5:17:16 PM
City/State/Zip: Charles City, Virginia 23030
Company Complaining About: Verizon

Description
For the last 2 years he has had to call and complain about the service because the internet drops out. They even replaced the computers. This happens during the middle of online college courses. Verizon has changed out equipment. Verizon has said before that the issue is at the central office. He has called 20+ times over the last two years. They reset their modems many times. Technicians say that Verizon will not run fiber out there, but he would like at least some decent DSL. ***CTR375-phone***
Description
I wish to file a complaint, as I have had constant internet problems for the past few years. I live in rural WV in Boone County, I have only one option of internet service which is Frontier. I paid $39.99 for years, and until about a year ago they finally lowered my bill for my internet service to $19.99, after complaining a lot. I have had constant outages, replacement routers, slow speeds, technicians after technicians to my house. To only be told there is nothing to be done, because there is just too many on our network, and that it was not built for such a load. I am tired of paying the price I pay when just 5 miles into town my daughter receives 10X the speed I receive from the same company, for the same price. I have complained and complained, called and called. They do not care, I am just another number to them, I do not matter. Just not even a couple of miles down the road are more options and we can not get, our little community of Foster, WV can not get any help we have filed complaints with the Attorney General and the phone company but nothing helps. Thank you,
Ticket: # 1425886 - Internet is unreliable
Date: 1/30/2017 7:24:49 PM
City/State/Zip: Plantation, Florida 33324
Company Complaining About: Comcast

Description
For the last month our internet speeds have been well below what we are paying for. We pay for 75 mbps, and the speeds fluctuate throughout the day frequently below 1 mbps. At which point the internet becomes unusable. Speedtests indicate, we almost never get the speeds promised.

We have had two Comcast technicians come out this month and check all of our equipment and cables, and they both determined that the issue was outside of our unit and an issue with Comcast's hardware. Both technicians stated that the infrastructure has been damaged and a temporary fix has been put in place, however it needs to be fully repaired for optimal internet.

I have recently called Comcast again trying to get them to fix this issue, however they keep insisting on sending a basic level technician out, who is unable to fix the issue. This has been going on for a month now and I'm really not sure what I can do to get this issue resolved.
Ticket: # 1426168 - Slow speeds and service interruptions  
Date: 1/30/2017 10:26:12 PM  
City/State/Zip: Omaha, Texas 75571  
Company Complaining About: AT&T

Description
Internet speeds are less than acceptable. I am receiving dial up speeds at dsl cost. Speed test results show 1.5 Mbps. This is ridiculous for internet speeds in 2017! Att has said numerous times the lines are outdated and old and that is the cause. A company should not be able to use that as an acceptable excuse. In addition to speeds being slow there is also a frequent lack of service. The internet signal will fail completely for hours. My neighbors are also impacted by this same issue. In addition att has also increased my internet to 42.00 a month for a downgraded service.
Ticket: # 1426172 - Frontier
Date: 1/30/2017 10:27:30 PM
City/State/Zip: Benton, Pennsylvania 17814
Company Complaining About: Frontier Communication

Description
Our internet service is through frontier in North East Pennsylvania and the service has been awful. It shuts down randomly and is too slow to even keep up with our DirecTV. We rely on our internet for phone service so when our internet is down we have zero communication.
Description
Where I live the only internet provider it's Comcast, when i make the contract and install the modem the internet was good for 1 day after that I call them at least 3 times and I still have a bad connection, they send a technician who said the was a problem on the street and don't fix my internet when I call them they just want to reset my signal and don't any better actually it's the worse internet I ever see in my life.
Ticket: # 1426241 - comcast xfinity throttling
Date: 1/31/2017 12:03:56 AM
City/State/Zip: Monument, Colorado 80132
Company Complaining About: Comcast

Description
Towards the end of every month I experience "intermittent" bandwidth issues. I went through the xfinity unlimited upsell, but every month for the last 6 months my wired internet can't handle basic streaming services. When I run bandwidth test via speedtest.net and google's speed test app I see speeds ranging from 4 to 80 Mbps. I pay for 250 Mbps. I am a cyber security professional and was the senior intel fusion analyst for the Pentagon's Incident Response Team. I am being throttled.
Ticket: # 1426437 - Poor internet Service

Date: 1/31/2017 9:21:26 AM
City/State/Zip: Nashville, Tennessee 37206
Company Complaining About: Comcast

Description
I am a residential customer living in the urban area of Nashville TN. Our local area provides a monopoly to Comcast to provide broadband internet service, however our service is inconsistent. The Comcast service will stop working or have very high latency (many seconds to minutes) within their internal network. This will go on for days at a time. Calling Comcast will result in many useless troubleshooting steps. We have re-wired our house, replaced all of our equipment, and yet Comcast still has us go through ridiculous troubleshooting steps only to be told later it was in their network. The outages are without notice, and may be for minutes to multiple days. These problems have been occurring for us for many months now. I have complained to Comcast before but no one there takes responsibility, nor investigates the problems. Because they have a monopoly, we have no recourse other than to use very expensive wireless services like Verizon or AT&T Mobile. However, Comcast makes it very onerous to request a credit for when their service is out. Even though they know and have records their service was out, they make you call some other department to process what amounts to be a very minute credit. Ultimately, Comcast suffers no penalty for providing bad service.

I feel I have no other choice but to file a complaint with the FCC because we have no other choices here in Nashville TN.
Ticket: # 1426453 - Poor, low speed, inconsistent internet connection with Consolidated Communication

Date: 1/31/2017 9:34:48 AM  
City/State/Zip: Montgomery, Texas 77316
Company Complaining About: Consolidated Communication

Description
I have been a internet only customer of Consolidated Communication since October 2015. I was told that where I live DSL is the only option and that I would have 20 mps average internet connection rate. Since I have been there, I can tell you that it has come no where even close to that. The connection is also very intermittent. We home educate so having a reliable internet connection is critical.

I have spoke with my neighbors and apparently I am not the only one with issues.
Ticket: # 1426656 - Internet out yet again
Date: 1/31/2017 11:21:00 AM
City/State/Zip: St Louis, Missouri 63116
Company Complaining About: Charter

Description
For about the dozenth time in the last week, my Internet is down. When I call and tell them they say "yea I can see you've been having lots of problems. Can't help you until 11 am tomorrow though." Entirely indifferent to the fact that I work from home and AM GOING TO BE FIRED because of their shoddy internet.

Please never do business with Charter.
Ticket: # 1427055 - Down internet, slow connection for many years
Date: 1/31/2017 1:24:12 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
Our family has been with CenturyLink internet since it became available. We pay for 10 mbps, which is expensive. However, we do not typically receive that connection speed. In fact, that speed is in and out on an almost daily basis. Many days we have no internet at all. CenturyLink will only reimburse us if we call them and ask them, which takes time out of our busy lives. They do not do reimburse us willingly. When we first received DSL, I tried working from home, but soon learned I couldn't because of the unreliability of the internet connection. I am not alone in this dilemma. There are hundreds being held by CenturyLink's poor internet services in my area because they are the only Internet/DSL service offered in this area. They hold the monopoly.
Ticket: # 1427506 - Internet and FCC Not Protecting the Consumer

Date: 1/31/2017 3:07:15 PM
City/State/Zip: Lafayette, New York 13084
Company Complaining About: Dish Network

Description
I have filed numerous complaints to the FCC regarding how Dishnet is screwing its customers on beam 25 and could be other beams too. Dishnet has the beam overloaded and their is not enough bandwidth to support the speeds that we were promised by dishnet and its techs. The FCC to this Day has done NOTHIGN to get dishnet to make it right with it customers, matter of fact dishnet is still adding new customers to beam 25 and their is not enough bandwidth now for its current customers, and the FCC just keeps closing my case out when it is unresolved , I would like to speak to the head manger at the FCC in charge to the internet department/complaints on the phone [b] (6) [b]

please see the following

1427465 Internet  a few seconds ago
1427449 Internet  5 minutes ago
1427181 Re: internet not adquete  1 hour ago
1427161 Re: Over charging for the service we are receaving  1 hour ago
1427152 Re: Abuse  1 hour ago
1427061 Re: Re: Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Slow Speeds  2 hours ago
1418104 internet not adquete  1 day ago
1418091 Over charging for the service we are receaving  1 day ago
1418081 Abuse  1 day ago
1418060 Re: Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Slow Speeds  1 day ago
1418125 Poore service, customer support phone center lying , Abbusing the consumer  1 day ago
1418130 Internet Service  1 day ago
1391759 Status of Complaint involving Dish Network  1 day ago
1417309 Re: [FCC Complaints] Re: Re: Re: Re: Re: Re: Re: Slow Speeds  5 days ago
1391601 Re: Re: Re: Re: Re: Re: Re: Slow Speeds  6 days ago
1391695 Hung up on  18 days ago
1366371 Re: Re: Re: Re: Re: Slow Speeds  21 days ago
1359743 Re: Re: Re: Re: Re: Slow Speeds  1 month ago
1328813 Re: Re: Re: Re: Slow Speeds  1 month ago
1325682 Re: Re: Slow Speeds  2 months ago
1310270 Re: Slow Speeds  2 months ago
1282108 Re: Slow Speeds  3 months ago
1037405 Slow Speeds  3 months ago
All have been closed ,, and not a single one of them have been resolved
Thank You
Ticket: # 1428141 - Bad service
Date: 1/31/2017 5:40:38 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
Our internet through CenturyLink is down more often than it is running. It's very frustrating. It is so messed up that we can't even watch our OnDemand or Netflix without it glitching or stopping all together. When I call in they are nice, but not helpful. The techs show up whenever even if you make an appointment. We are being charged a lot of money for very little service.
Ticket: # 1428601 - throttling youtube

Date: 1/31/2017 9:05:41 PM
City/State/Zip: Moneta, Virginia 24121
Company Complaining About: Centurylink

Description
I have been getting horrible buffering issues on YouTube recently. I can do a speed test at the same time and have pretty much the speed I am supposed to have (10mb/s). Yet my speed from YouTube is 0.01 to 0.03 mb/s.

Centurylink has been no help in the matter. I am not sure it is throttling, but I cannot determine any other factors that would be causing this.
Description
Increasingly slower speed; recurring speed tests over last several months are at speeds 1/2 or less than what we are paying for. Numerous episodes of no internet service available. We are only able to use our service intermittently.
Ticket: # 1429289 - Slow Internet

Date: 2/1/2017 12:17:36 PM
City/State/Zip: Shawano, Wisconsin 54166
Company Complaining About: Frontier Communications

Description
For the last several years I have been battling slow internet service. I am a prompt paying customer on Broadband Max. My download speeds are often between .8 to 1.5, uploads hover in the .24 to .36, latency ranges from 29 to 340 and jitter from 5 to 251, (latest test week of January 23rd, 2017)during the normal working day. Much slower times are in the evening. I have noticed that if I choose to work between 4 and 6 a.m., I can get a faster response when on the internet. This tells me that frontier internet lines are overloaded and not able to handle the capacity during the normal work day.

I have used Frontier tech support over the last several years i.e. 15 years + and I am not getting anywhere towards resolving the "slow" speeds during the day. To their credit Frontier tech support has always tried to assist, but I am not getting a faster internet speed. The children who come home from college in particular immediately notice the slowness from what they are accustomed to at college in the city environment. I had to ask my daughter who is a videography major to stop sending her short video's i.e. 3 to 8 minutes in length as it would take up to 30 minutes for me to download to watch. Lately I am also getting a lot of adobe crashes when downloading data. My email lines will lock up whenever I am receiving a larger attachment. What makes matters worse is that I do not have another option in the rural area where I live. Cell phone service is spotty. Satellite-which I tried on a one week temporary was not consistently much faster and still experienced drops not to mentioned the additional cost factor.
Ticket: # 1430062 - Comcast not fixing main nodal issue
Date: 2/1/2017 3:33:07 PM
City/State/Zip: Washington, District Of Columbia 20009
Company Complaining About: Comcast

Description
I have filed several complaints with them and constantly get jerked around and nothing gets fixed. They admitatly have main node problems int he neighborhood for the last year, but refuse to spend the money to fix the infrastructure issues.
Ticket: # 1431317 - Time Warner Cable Internet Service
Date: 2/2/2017 10:36:10 AM
City/State/Zip: Goshen, New York 10924
Company Complaining About: Time Warner

Description
I have been a TW Cable customer for several years. We had the bundled service of internet, cable and phone. For the past two years, our internet service has become extremely slow. It is as if the service turns on and off throughout the day. I work from home as an adjunct faculty teaching online classes and in the midst of posting lesson plans or video conferences, the service will stop and all the connections fail. Yet, they will do nothing about adjusting the bill when I do not have service.
Ticket: # 1432127 - Inconsistent internet speed - upload and download

Date: 2/2/2017 2:34:23 PM
City/State/Zip: Cedar Rapids, Iowa 52402-5622
Company Complaining About: Mediacom

Description
Problem on-going since about October, 2016; reportably, ISP made system changes then. ISP contacted (customer service, by phone) dozens of times, and service/repair personnel have been here over a half-dozen times - cables replaced and repairs made. Service remains terrible. Service personnel advised problem is NOT at my residence - it is in the service line most likely at "Node 0". This "Node" supposedly is under "engineering review" and repair but no satisfactory fix has occurred. ISP, on 1/1/2017, changed speed (upgraded) to 60meg and raised price accordingly. My download speed is supposed to be about 6 to 7 but has varied from 10 to 57. My upload speed is supposed to be 0.15 to 7. These variances have degraded and periodically disconnected my access to security cameras, disrupted my cell phone usage (I have a cell phone "mini-tower" that is internet connected as my location has weak cell phone service), interfered with my internet connected (cable connected) land-line phone, and caused issues with my cable tv which uses a "TIVO" internet connected tuner/recorder (it verifies service and determines channel line-up, among other services). I express my problems to their customer service and am told nothing can be done until another service technician schedules an appointment. Each service technician that comes here states that no problem exists here and the trouble is in the feed line most likely at "Node 0" which feeds this location, and they can only relay to problem to their engineering department. That department has NEVER EVER gotten back to me to give any response nor update. Under the current arrangement/service, I can not reliably access my equipment remotely when away, which makes my security devices, among others, useless. Please help as the ISP evidently is either unable or unwilling to fix the problem or even have the courtesy to give me an update.
Ticket: # 1432958 - Costumer service
Date: 2/2/2017 6:22:51 PM
City/State/Zip: Largo, Florida 33778
Company Complaining About: Bright House

Description
I called to get my services down graded to make my bill less. Me and my husband have fallen on hard times. Plus we have a son with disabilities so money is tight. Well the operator was rude as soon as she answered you could tell she did not want to talk. Told me I could not lessen my bill because of some charges that should of not been on bill in the first place. Then I asked to talk to a supervisor and at first she told me I could not till I told her I know my rights. Then she was like yes you have the right but, then she kept trying to talk over me and then put me on hold and kept me on hold till I got hung up on. This company is horrible the internet is still horrible pay for 100 and I am lucky is I get 30. Please do something about this cable company they are taking advantage of all of us.
Ticket: # 1433253 - Time warner, Spectrum
Date: 2/2/2017 9:00:15 PM
City/State/Zip: South Portland, Maine 04106
Company Complaining About: Time Warner

Description
I have called them countless times, friends, family and even strangers have said countless times what a rip off Time Warner is. I have had to re-set, unplug and plug back in at least 7 times a day. Funny thing is so have so many other people. I pay $79.00 a month JUST FOR TURBO INTERNET and it is slow, loose connection, customer service sucks. It is so depressing to pay them for some thing that doesn't work. When I pay my electric bill it works, Pay the cell phone bill it works, Why do I and so many others have to disconnect and reconnect, it should work fine. It is so slow I spend most of my time when it is connected watching it try to connect. Of all my bills I hate this the most, paying for a service that doesn't work or I don't get what I pay for.
Ticket: # 1433470 - comcast hotspot service
Date: 2/3/2017 12:03:15 AM
City/State/Zip: Annapolis, Maryland 21401
Company Complaining About: Comcast

Description
for $20 a week I pay comcast for wifi service. I use less than 500mb for a typical gaming session which is usually for about 4 hours and less than 6gb a week.

From what I've noticed, the issue was resolved shortly after I had sent in my first complaint ticket. For the following second week my service was good. I had minimal disconnects and the connection remained stable upon reconnects. This leads me to believe this is something that they have control over.

After the second week I got a call from comcast themselves asking me if everything was fine. I said yes, but I would appreciate it if comcast would stop sending me bunk udp packets. The lady (comcast customer rep) had no idea what I was talking about.

Now they're back to their old tricks and I'm constantly getting throttled about every 30-45 seconds.

This company needs to go away. They are not a good company. I honestly wish verizon would come here and drive them out of annapolis. They are the worst service I have ever experienced. They monopolize the downtown area controlling local business' with contracts and over priced low quality service. Sorry I had to add all that.
Ticket: # 1433474 - Port turned off after bill paid  
Date: 2/3/2017 12:12:45 AM  
City/State/Zip: Hoschton, Georgia 30548  
Company Complaining About: Windstream Communications  

Description
I called windstream and tried to pay my bill with the automated service, I wasn't able to and I was transferred to a representative. She proceeded to tell me I would have to pay 7 dollars to pay my bill and I told her it was. It my fault that I had to use her assistance to pay and she refused to take my payment with out the 7 dollars. I asked for supervisor and after an argument t she finally offered to waive the 7 dollars and accept my Payment. I received a confirmation number and went on with my day. I get home this afternoon and my service doesn't work. I rest everything and still no service. I call windstream service and speak to Lisa. She tells me after some checking that someone has turned off my port and she does t know why. My bill is paid and there is not a disconnect order. Lisa says she will have to contact engineering now and it will be two days before my service can be restored and I may even need to have a tech come out to repair it. I am furious. I pay my bill and don't want to get ripped off and I am punished by these employees and company. I already am paying way to much for slow and spotty service. Something needs to be done about this company.
Ticket: # 1433959 - Internet service is not reliable
Date: 2/3/2017 12:06:44 PM
City/State/Zip: Olive Branch, Mississippi 38654
Company Complaining About: Comcast

Description
I signed up for high speed (up to 50 mbps) internet service with Comcast in August of 2015. The speed at the install was very low (2.5 mbps), and the tech said that he would have someone else come to the house to try and correct the problem. The second technician arrived at the house and stated that the problem was in the line coming to the house. This line was replaced and the problem did not get any better. I called in and another tech was sent out. They attached a new dish and drilled through my new roof without asking. The tech said it was not a problem with the dish, the modem, or the line running to the house. He stated that the problem was in the line coming into the neighborhood. I have called Comcast so many times that I am tired of dealing with them. I have been promised a billing credit more than 40 times. I called in last week to cancel the service, but they promised they would correct the problem. The technician came out and ran a speed test that resulted in 2.3 mbps. I explained to him that I have had many technicians come out and that they all have said that the problem is in the line coming into our neighborhood. He had someone come out that night to work on this. The speed actually increased to 35 mbps for about an hour and then dropped back to 5.5 mbps. This was the first time since August of 2015 that the speed had ever been above 18 mbps. When I called back in for a credit for all the time that I have been struggling to get an internet signal, I was told they were going to give me a credit for the entire 16 months that I have been a customer. They put me on hold and came back and said they were waiting for manager approval and would call me back within the hour. I never received a call back. I have called and been on hold for over an hour more than 100 times only to be disconnected or hung up on. I need help with this situation.
Description
Frontier purchased Verizon’s phone & Internet services in California April 1st, 2016. Since the purchase services have deteriorated dramatically. While cost have increased. Which was to be capped until Jan, 1, 2019. After calling Frontier multiple times a month regarding internet connectivity issues we finally call the Office of the President. The Office of the President tried to help but local management refuses to take action. Frontier is to receive $ 32 million dollars per year to upgrade their network in areas like Exeter but refuses to do so because of the size of our city. They over subscribed by selling addition service in this market when the first took over when it was capped by Verizon, making the system almost unusable. We ask that the FCC halt all funding to Frontier until they fix the problem in Exeter, CA.
Ticket: # 1435205 - Internet Randomly Drops and Not Getting Promised Speeds

Date: 2/3/2017 5:24:25 PM

City/State/Zip: East Earl, Pennsylvania 17519

Company Complaining About: Frontier Communications

Description

[redacted]
Ticket: # 1435504 - Addendum to My Complaint Against AT&T

Date: 2/3/2017 7:14:53 PM
City/State/Zip: Ocean Shores, Washington 98569-1473
Company Complaining About: AT&T

Description
I'm filing yet another addendum to my previous AT&T complaints, as now AT&T has blocked my e-mails, in an attempt to get out of communicating in writing. This is inappropriate, and I have the legal right to written communications. I am a disabled senior, and I've had so many service interruptions lately, it's ridiculous, plus the fact that they've deliberately coerced me into buying more data, knowing full well I live on a fixed income, and now, they've blocked my e-mails.
Ticket: # 1435776 - Mediacom Internet wifi never works
Date: 2/3/2017 11:41:09 PM
City/State/Zip: Grandy, North Carolina 27939
Company Complaining About: Mediacom

Description
I have had problems with my internet with Mediacom for over 3 years. I have to call constantly because it's always running super slow or not working. Every time I call it's a different answer as to why and then I have to take a day off of work for a technician. I've been telling them I think it's the box at the end of my yard. They just don't want to listen and swears every time they come out it's working fine. Once they leave it's messing up again!!! I hate to even give them any money for a service that doesn't work!!! I'm so frustrated with them and there are no other internet companies to switch too. Please help me to get Mediacom to see the real issue!
Description
I have been having internet connectivity issues for the past 4-5 months. I have placed 10-15 calls complaining about the slow, sometimes nonexistent service. I have been hung up on, given empty promises for fixes, told my new equipment is out of service (whatever that means), waited for a technician to show up at the appointment time, only to have them not keep the appointment, promise of bill compensation...etc. I believe I have a right to the services I have paid for. Instead, I'm getting a sever fraction and terrible customer service as well.
Ticket: # 1436212 - TWC
Date: 2/4/2017 3:32:04 PM
City/State/Zip: East Aurora, New York 14052
Company Complaining About: Time Warner

Description
Poor internet with TWC. Called serval time yet kept having the same issues. Everytime customer called agents kept giving them the runaround and many time states that customer doesn't have an account.

It's unbelievable that the company doesn't care about their customer but they are happy to collect their money.
Ticket: # 1436462 - Internet Dropping and Speed Issues

Date: 2/4/2017 8:02:41 PM

City/State/Zip: Spring Hill, Florida 34609

Company Complaining About: Bright House

Description
Loss of internet and speed problems has been ongoing for over a year now with Brighthouse/Spectrum. They have sent techs out for service calls and the problems are still not fixed.
Description
At about 6pm every night, my upload speeds drop from the normal 20mbps to a lowly 0.8 Mbps. I am also getting extensive packet loss which makes any upload activity such as gaming, sending a picture while connected to network on phone, VOIP (skype) impossible. Comcast has been stringing me along for a month and enough is enough. Said there is no issue but I have confirmation that my upload SNR is horrible between 6pm-7-am each night. I work 7 am to 530 pm so basically it works when I am gone! No more run around!
Comcast raised my bill from $138 in February 2016 to $142 to $146 to $163 to $184 in February 2017. I have not received any new services or new equipment. I pay for high-speed internet "Boost" 150 Mbps and the highest I get is 94 mbps and the techs from Comcast also get the same speed. This has been an ongoing problem for over a year. The repair department has came to my house several times in the past year and can not fix the low speed problem but I am charged for high speed. Some time the internet goes as low as 9mbps download speed.
Ticket: # 1436769 - Inconsistent speeds
Date: 2/5/2017 12:32:26 PM
City/State/Zip: Woodbridge, Virginia 22192
Company Complaining About: Comcast

Description
Constant inconsistent speeds that occur at all hours of the day. Continually increasing the price of this service while providing less of their "Broadband" internet speeds.

If I could switch to a different provider I would have. My family runs a business and we also depend on the internet to maintain communication with family and friends.

Why isn't this service considered a utility?
Ticket: # 1436810 - Internet Boomnet Of Puerto Rico

Date: 2/5/2017 1:31:32 PM
City/State/Zip: Humacao, Puerto Rico 00791
Company Complaining About: Boomnet Of Puerto Rico

Description
I open an account with the internet company Boomnet a made a contract for two years, at first the service was working regular, but now they are not giving me the service I am paying for, I call them almost everyday about the poor service but they fix it for just a moment and they keep robbing my monthly payments the service is so poor that I am having almost a heart stack, I want to quit this company but they told that I have to pay 240 dollars of penalty for ending the contract, what can I do?
Description
I have been paying for 100 up and 100 down speeds for internet and I'm barely getting 35 down and 5 up and it's very consistent.
Ticket: # 1436966 - Slow Internet Speeds/On hold for over 45 minutes

Date: 2/5/2017 4:33:49 PM
City/State/Zip: Belford, New Jersey 07718
Company Complaining About: Verizon

Description
I went to contact Verizon about my issue but no one answered. Terrible customer service. I'm ready to get a legal team and fight my bill I've been cheated out of. Paying for 100up and 100down and it drops to kilobytes per second sometimes. Totally unfair. They don't want to fix their service so I'm considering switching back.
Ticket: # 1437324 - Internet never works
Date: 2/6/2017 1:19:54 AM
City/State/Zip: Stroudsburg, Pennsylvania 18360
Company Complaining About: Frontier Communications

Description
I have called for service and have had service personnel over many times. But service still goes off and on all the time. Had modem change 3 or 4 times. Bought WiFi extender from them (they recommended) and still terrible service. Service is suppose to be 25 mbs but the most it ever is is 7mbs.
Description
I have asked for a technician several times. When they come out they switch out the box but it never makes the internet faster. We are paying for high speed internet and had it at one time but it hasn't been high speed in quite some time now.
Ticket: # 1438890 - Internet speeds too slow for high speed internet.
Date: 2/6/2017 4:36:33 PM
City/State/Zip: Rancho Dominguez, California 90220
Company Complaining About: AT&T

Description
The Speeds are way too slow to use anything properly. Constant buffering issues, slow internet browsing. Takes hours to days to download anything. I've called AT&T three times about the issue. They say there is nothing they could do because that's the max speed of my area.
It happened again today. Still, Tami Shurtz in the Bothell, WA, corporate office refuses to respond to me either via phone or e-mail, even though she sent me an e-mail stating she needs to speak with me ASAP. And Carmen Nava with the Dallas corporate office, as well as the CEO, blocked my e-mails, and refused to respond when I sent them e-mails using another one of my e-mail addresses.

And today I had to spend over an hour--which I recorded on the phone with AT&T trying to resolve this. The first person I spoke with promised me an $11 credit, then didn't tell me she was transferring me, then I had to go through the whole thing again, and he said he was with the Frequent Callers Dept, and that the person I'd just spoken with failed to make any notes in the system at all. I told him I have it recorded, and I will attach the audio file to FCC here, so you can hear it yourself. This is all that Andrea woman's fault. She was nasty to me in her e-mails, and she's put notes in the system that I am a "Frequent Caller." I have the right to request credit any time I am not provided with what I'm paying for. AT&T speeds up my data usage on Facebook, and when I ran out of 16GB, they throttled down my speed to the point where I couldn't open e-mail or load the speed test page, so I was forced to call, and the man said he couldn't raise my speed and held my Internet access hostage until I bought 25GB. The first person I spoke with today said she'd give me $11 credit, but the 2nd person said that wasn't noted. Again, I am attaching the audio file.
Ticket: # 1439719 - internet service intermittted call for service
Date: 2/6/2017 9:53:38 PM
City/State/Zip: Fayetteville, Georgia 30215
Company Complaining About: AT&T

Description
call att for failed internet access. scheduled repair appointment. Tech call an confirmed appointment. Tech failed to show up.
Ticket: # 1439838 - verizon throttling
Date: 2/6/2017 11:49:57 PM
City/State/Zip: Cranston, Rhode Island 02920
Company Complaining About: Verizon

Description
verizon seems to be throttling my wired fiber connection
Ticket: # 1440100 - Fios Throttling Internet Service
Date: 2/7/2017 10:29:42 AM
City/State/Zip: Yonkers, New York 10704
Company Complaining About: Verizon

Description
We've had the service for about two years now, and after running speed tests, all internet speeds are at what they should be. However, many websites such as Youtube will struggle to load just about anything. This happens at any time of the day, not just high-traffic hours.
Ticket: # 1440199 - Slow Internet And Inability To Stream Movies
Date: 2/7/2017 11:02:16 AM
City/State/Zip: Dallas, Texas 75206
Company Complaining About: Charter

Description
Please be aware that we pay our bill "on-time" each month.

Yet, we get "slow" or no streaming from our internet provider. This applies to our television, computer and mobile devices.

At first, it started with a wired connection and progressed to a wireless connection as well.

Spectrum(Charter) does not want to accept any responsibility for this issue. In fact, they want to blame SLING TV and Roku for the problem. Yet, my problems affect all devices, wired and wireless. Also, my problem applies to other applications and websites.

Unfortunately, I call and speak to representatives in the technical support department(Spectrum/Charter) and get the runaround. Nobody wants to escalate my calls to management nor do they "properly" document my calls.

Today, on February 7, 2017, I spoke to Sophia, Mike and Jesse who were "unwilling" and uncooperative when I asked for my account number after "verifying" my account with the agent. I am unable to provide this information as requested by the FCC. The agent is not answering my question. I asked Jesse if he will give me my account number (he refused) and did not want to give me a "yes" or "no" answer." Jesse lied to me and led me to believe I could get this information. He made excuses and cut me off and put me "on hold" without my permission.

The agents are allowed to get away with "everything" with no accountability for their actions.

Agents are allowed to omit and exclude vital information concerning the customer and complaints waged against the agent and/or supervisor.

Furthermore, there are instances where the customers' concerned are never addressed or solved and they go on forever with NO FOLLOW-UP to the customer. Agents can argue or hang-up on customers with little or no recourse.

Lastly, I was on the telephone with an agent that Jesse transferred me to but I do not know the name of this person. I was speaking to them on the telephone and they "put me on hold" while I was talking(now I am getting a recorded message).

I have no choice but to disconnect the call. This call was made on February 7, 2017 at approximately 8:35 a. m. in the morning.

I can only hope the FCC will expect and demand more from the service providers in the Dallas/Fort Worth metropolitan area.

Charter Customer
Description
Approximately 1 1/2-2 weeks ago, Charter/Spectrum had an internet outage in Rawlins, Carbon County, WY. Since the internet was restored, the connection has been very slow. I called Charter/Spectrum on 02/07/2017 to resolve the issue. The very professional representative walked me through. Rebooting the equipment. This did not help. The reference number to this call was 9TZ. This has not been the first time this problem has occurred in this area and I have heard and seen NUMEROUS anecdotal complaints in regards to this company on local social media. Their cable system also has issues.
Thank you.
Description

I have been a windstream customer for 11 years because that's the only service in my rural area. My internet service has went from bad to terrible over that time frame and windstream does not attempt to do anything to in my area of North Carolina to update or upgrade their internet and telephone capabilities. I have spent hours with their tech services trying to fix internet and email issues that still have not been fixed while my bill increases every year.
Ticket: # 1442045 - No internet, and slow internet
Date: 2/7/2017 6:28:37 PM
City/State/Zip: Sonora, Kentucky 42776
Company Complaining About: Windstream Communications

Description
My internet keeps dropping service and service is very slow when it is working.
Ticket: # 1442848 - Slow speed internet
Date: 2/8/2017 10:56:39 AM
City/State/Zip: Port St. Lucie, Florida 34986
Company Complaining About: Comcast

Description
I've been dealing with the slowest speed internet. Comcast/ Xfinity have been out 4 times, each tech saying something different. Called Comcast multiply times no solution
Ticket: # 1443973 - Intermittent Service Disconnection
Date: 2/8/2017 3:41:06 PM
City/State/Zip: Atlanta, Georgia 30329
Company Complaining About: Comcast

Description
I believe this issue may be related to a prior issue (FCC Complaint 1347540) in which it took me three months to get internet service from Comcast at my apartment.

Presently, my internet service randomly drops me. I have had an online conversation with technical support who told me to replace my gateway which I did and it did not resolve my issue. I then called Comcast technical support while I was having the issue (2/3/2017) and he was saying there was a lot of noise on the line and given how many tickets I had resolving my no service problem it required sending a tech out to troubleshoot. I have now had two Comcast technicians come out (2/4/2017, 2/8/2017). The first believed it was an issue with my rewiring, stating that my line goes up into the attic and then splits into a line from the attic to the cable tap. In the rewire back in December, they wired my line down from the attic into my apartment but there is a noise issue is in the line from the attic to the tap. The second technician did not see any problems and did nothing to resolve my issue. I believe I have demonstrated that there is an issue at the very least to the rep I spoke to over the phone who was working with me as the problem was persisting, however it is difficult to demonstrate to techs when they are not there when the problem is occurring. Perhaps the first tech had insight.

My chief concern is that this issue is a legitimate problem (I lose service consistently for about 15 minutes every hour on Friday nights in particular) and in my prior experience there is poor communication within Comcast technical support to where I am going to have to re-explain the situation each time to each tech and they may or may not believe me or do anything to resolve the issue. I am trying to avoid again having double digit numbers of techs sent to resolve this issue.
Ticket: #1444066 - I work from home- 8 weeks of spotty internet, 2 days of zero internet
Date: 2/8/2017 4:03:42 PM
City/State/Zip: Frederick, Maryland 21701
Company Complaining About: Comcast

Description
My husband and I have been calling Comcast about our internet issues for 8+ weeks now. It's been very spotty. It goes out EVERY DAY at 8/8:30am and then again around noon. Every single day. I work from home so this is an issue. After a dozen phone calls and internet chats, Comcast finally sent a tech out. He was at our house on Sunday (2/5) for three hours and thought it was an outside wire issue- he heard "noise" on the line. Said someone would call us that following Monday (2/6) to set something up. No One called on 2/6. However, the tech suckered us in to getting a Comcast modem from him (an additional $10/month charge) and now our internet literally doesn't work. Maybe for 3-4 minutes at a time. I am unable to even send an email. I am on day two of working from a co-op place ($50/day) because of this issue. We pay for 200Mbps of service and are getting 8. It is unacceptable. My husband called again yesterday and was told someone would be here today between 8am and 10am. He took off work for it. No one showed. He called and they told him someone would call ME today before noon- it is now 3pm, no call. We are so frustrated.
Ticket: # 1444302 - SLOW OR NO INTERNET
Date: 2/8/2017 5:01:01 PM
City/State/Zip: New Richmond, Wisconsin 54017
Company Complaining About: Frontier Communications

Description
We have been dealing with no or slow internet for going on 10 years now. We are in an area where the station is approximately 1.5 miles from us but the line follows down along a river and back so we are so far from the station that it is very slow. We find out that Frontier has a fiber optic line less than a mile down the road from us but refuse to spend the money to hook it up. So they people near the station have a speed of 40+ and we have a speed of 2 but we pay the same price for service. Also, their hardware equipment is old and unreliable so we are out of internet service completely. We just got going again after 9 days with off and on service. We have been being told the last couple of years that they are going to be fixing this problem and they never do. We were informed today that the company is getting federal money but just decided they are not going to be doing our project in the near future; maybe years yet. But we still pay the same price as the people who get 20 times the speed we get.
Description
TDS provides the only internet service we are allowed to have in our community. The type of service is dsl telephone lines. Frequently the speed is so slow that I can't send emails. TDS refuses to upgrade our capacity and refuses to allow competition. Another provider offers service within a few blocks of our community. TDS has had a monopoly in our community for 14 years. The time has long past for the FCC to insist on decent service by this government sponsored monopoly.
Ticket: # 1444866 - Verizon FIOS Internet Throttling
Date: 2/8/2017 9:53:00 PM
City/State/Zip: Falls Church, Virginia 22042
Company Complaining About: Verizon

Description
I have determined that my Internet Service Provider (Verizon) has been throttling my connection speed while streaming media through Youtube, Netflix, and HBOGO. I have determined this by connecting to a VPN and comparing results. While on the VPN I can smoothly stream 4K+ streams using my advertised 150Mb Down/150Mb Up Internet. When I am not connected to the VPN, my stream buffers constantly and I have to drop the quality to 720p or lower in order to watch video smoothly.
Ticket: # 1444898 - internet
Date: 2/8/2017 10:08:49 PM
City/State/Zip: West Elkton, Ohio 45070
Company Complaining About: Frontier Communications

Description
my internet speed is usually below 1 on download &33 on upload--my phone system was installed approx 50 years ago it was put in for rotary phones--now they have put internet on it (router)i have slow speed,can not stream anything(used to be able to)they keep selling more internet service than they have the ability to supply--so ours gets slower and slower.up grading has been needed for years--a lot of the wiring is exposed to the weather.there has been as many as 5 or 6 fieldmice in the splice area's by the road.fiber optics or something needs to be put in to upgrade it --booster or something.they have been passing this little phone company around from owner to owner getting tax write off's --then selling it when they can get no more.the only thing we get regular is a bill. when i call for service i will talk to as many as 3 states(some people are very hard to understand) all i get from them is LIP SERVICE.some time i can be on the phone an hour before being told i need no repairman.and when they schedule one they will not be there for 2 or 3 days.( no phone or no internet) the bill keeps coming. they are extermaly hard to get a rebate from these people(when the offices are where you can not get to them.ALL I SEEM TO GET IS LIP SERVICE. i would like a response,or am i talking to DEAF EARS. thank you !!!!!
Ticket: # 1445168 - CenturyLink DSL Service
Date: 2/9/2017 8:06:52 AM
City/State/Zip: Port Townsend, Washington 98368
Company Complaining About: Centurylink

Description
Please see the attached Congressional 17-71
Ticket: # 1446702 - Exede Satelite Internet

Date: 2/9/2017 5:00:40 PM
City/State/Zip: Columbus, Indiana 47203
Company Complaining About: Exede

Description
Just had installed on Tuesday. Did not meet needs as promised and the techs even admitted it would not provide the services asked for and was promised. Was told I could use for gaming and streaming speeds have varied between 8.7 down to 1.4. I cancelled the next day (2/8/17) they claim I signed an agreement, or no wait it was done electronically, or no wait it was a verbal agreement because you where there when it was installed. So, they say I have to pay early termination fees of $380 and they have already charged for the first month at $78 dollars. I have spoke to two supervisors who insist that I agreed to something I have yet to see, but cannot get their story straight on how I made the agreement. Have included a detailed letter of what has happened that I also sent to Exede following my discussion with the second supervisor on 2/9/17.
I am a customer of Frontier Communication in Elko, and they are suppose to be providing me with internet service via DSL connection. I have been routinely checking my speed of up and down loads only to find it is considerably less than the amount Frontier advertised. Complaints to Frontier have resulted in no better service, in fact it has got worse in the last 30 days.
Ticket: # 1447516 - Absolutely pitiful internet service
Date: 2/10/2017 1:03:24 AM
City/State/Zip: Cookeville, Tennessee 38506
Company Complaining About: Frontier Communications

Description
We have frontier internet, as they are basically our only choice where we live, therefore they can treat their consumers however they want and not have an backlash as they for all intents and purposes are running a monopoly. Literally only one person in our 4 person household can be on the internet at a time, we have 3 college students and run 2 business from this home so I'm sure you can see how disastrous this is for us. The straw that broke the camels back for me was that last night I was trying to download a 28gb file with the only device connected to the internet in the household and I was given a 47 hour estimate on download, I was watching it download and averaging about 0.5 MB/S. The service frontier has given us is totally unacceptable, as I have had better internet in the remote mountains of Nicaragua than I have in the heart of the US. In addition, the service is spotty at best. If there is ANY wind or the slightest bit of rain our internet service goes down. Frontier is undoubtedly a horrible company for internet service, if I could get away from them I would NEVER use them again nor recommend them to my worst enemy.
Ticket: # 1447519 - Frontier communications slow/or noservice

Date: 2/10/2017 1:18:54 AM
City/State/Zip: Elko, Nevada 89801
Company Complaining About: Frontier Communications

Description
Slow internet or no internet. I have called and they sent me a new box. Still had bad service called. They could not help me.
Ticket: # 1448532 - Internet
Date: 2/10/2017 2:34:11 PM
City/State/Zip: Fairland, Indiana 46126
Company Complaining About: Comcast

Description
I have been on the phone everyday with comcast/xfinity for 6 weeks now. I have talked to internet techs, supervisors etc. I have asked for management and always told they are in a meeting. I have been experiencing horrible customer service in several countries where their call centers are located. My internet is spotty, poor signal, inconsistent speeds, buffering of movies. I have had 25 mbps for years, I bumped up to 75mbps and yet the service is still bad. I have had my modem replaced twice, still didn't fix issue. I have my 4th tech appointment tomorrow to see what they wont/ can't fix to restore my service that I am paying for. I work very hard for my money and this is very frustrating that I am wasting my money for poor service. Comcast advertises their customer guarantee. It is a joke! If there was another internet provider In my area I would have switched but there is not another internet provider in my area. Hopefully this can be resolved swiftly and precise. I want the quality of service that I am paying for. Is that to much to ask?
Ticket: # 1448668 - Internet speed not consistent and often crashes

Date: 2/10/2017 3:06:34 PM
City/State/Zip: Pompano Beach, Florida 33069
Company Complaining About: Comcast

Description
Dear Sir/Madame:

It is now past the deadline again for a reply from Comcast in which you demanded clarification and a response in writing to me. I have not received any action or letter from Comcast. Your Ticket No. 1357988 served on Comcast and it’s reopening for review and response has not been addressed. I am requesting a new ticket to include the information provided below.

I am experiencing the same issues due to poor signal. I am paying for 75 Mbps download and am not receiving the speed for which I am paying. My internet goes down and/or lowers to a download speed of 29 Mbps or less. This isn’t time specific and occurs at various times of the day and even late night. Being offline or receiving a diminished signal strength causes my internet reliant devices to go offline.

I depend on consistent high speed service as it is vital to my profession and security.

My next-door neighbor in unit (b) is experiencing the same issue although she is served from another drop as apartments in the 1, 2 and 3 line are served by one drop and apartments in the 4, 5 and 6 line are served by another drop.

Comcast has laid new cable from the street and to each of the 4 buildings in our association complex. This was done over two months ago, but none have not been connected. Cable is strewn across the back of our buildings and have multiple splices, contradicting their limited splice policy, which I have photographed. This contradicts their obsession of running a cable to my unit, and my neighbor’s unit (b) without the one split which exists currently. They insist it be a straight run. This is a stall tactic as they refuse to address the underlying cause of our problems which is their equipment outside of our complex. Diane Dupont, executive office, admitted there is a problem outside of our complex but refuses to address the real problem insisting they first be allowed to make a straight cable run up the back of our buildings. If this was the true cause of our problems I would see that it is allowed. I cannot be denied service for which I am paying. There is no point in running cable differently than it is presently as it is an unnecessary expense to the Association, Comcast, and me. This would also create an unnecessary mess in my apartment and the need for additional splicing inside our units therefor contradicting their limited splice policy. The speed and inconsistency of service is the same as it was before any work was done.

Despite this they insist that the cable must be replaced in a different way than it is currently run before correcting the real problem, their equipment!

Logic dictates that when my neighbor and I can receive close to 90 Mbps download at times and 29 Mbps at another it is not the wiring. This is fact unless of course the wires get tired and decide to rest for a while which I am being absurd and facetious.

Due to Diane Dupont’s incompetence I do not wish her to be assigned to my case in the future. Additional data on speed tests available.

Please help us as Comcast always puts the blame on anyone but themselves. I am also requesting a refund for services not provided for which I have paid.
Ticket: # 1448837 - Frontier internet
Date: 2/10/2017 3:47:55 PM
City/State/Zip: Brooktondale, New York 14817
Company Complaining About: Frontier Communications

Description
Frontier internet disconnects multiple times per day, disconnects every night at 9pm. We have called over 90 times with no fix. We pay for DSL but do not get DSL speeds. I pay my bill without fail.
Ticket: # 1449288 - Upload Speed Issues
Date: 2/10/2017 6:11:52 PM
City/State/Zip: Riverdale, Georgia 30274
Company Complaining About: Comcast

Description
My plan says that the upload speeds can go up to 20 mbps. I understand that it's not always possible to maintain speeds that high. However, for the last few days my upload speed can't even go pass 1.5 mbps. The average speed I have achieved these last few days is around 600 kB/s.
Ticket: # 1449457 - Windstream false advertising
Date: 2/10/2017 7:31:52 PM
City/State/Zip: Brooksville, Kentucky 41004
Company Complaining About: Windstream Communications

Description
I am currently a windstream customer. I am a internet only subscriber through them. My internet service plan is supposed to be 25 mbps down and 1 mbps up. I'm lucky if I even get 15 mbps down on a good day. My bill is almost $100 a month for internet only. They are the only service provider in my area and being such they price gouge and deliver piss poor technical and customer service
Ticket: # 1449814 - Internet speed  
Date: 2/11/2017 12:27:53 AM  
City/State/Zip: Paul's Valley, Oklahoma 73075  
Company Complaining About: Sudden Link

Description  
I am paying for 100 meg download and 10 meg upload Internet speed and I rarely get anywhere close to it. Called Suddenlink had a tech out numerous times unable to solve my problem.
Ticket: # 1449880 - Comcast
Date: 2/11/2017 6:46:57 AM
City/State/Zip: Graham, Washington 98338
Company Complaining About: Comcast

Description
So today is February 11, 2017 and I been having issues/trouble with my internet. My first call was on February 9, 2017 to address the issue with Comcast. I talked with two tech level 2 and 3 tech support well as speaking to the first person the level 2 tech told me that she made an appointment date watch would have been the February 10, 2017. Well ok cool hope to have a tech to fix my issue well that what I thought. Well come to the time they told me was noon to 2 so I waited that time and seich my plans around for them and no show or call and waited for half longer before I had to leave my house. Well when I called Comcast and got the run around with tech support then I talked to someone in advance tech support and was told there was an outage and not time to fix and I ask for a reason why I wasn't told this the night before when I spend two hours on the phone also both time I ask for a call back to check my service and no call back both time once from the level 3 tech support and also the supervisor and this would have been the 14 tech support coming to my house for this issue. Here a list of what my service is doing I pay for Comcast Blast Pro Plus it 150 mp but I have only gotten 38 to 49 even after all the call and troubleshooting but either Comcast pour customers support I need help again with this issue they offer nothing for my trouble or a time frame for an issue to be fix I need the service for my kids schools homework and streaming my wife and I pay over 150 plus still for this service and the problem hasn't not been fix (update: screen shoots are from issue and I guess there are higher mp but it not stable) sorry for the confusion with my writing.
Ticket: # 1449968 - bad internet service unresolved for over 1 year
Date: 2/11/2017 11:06:40 AM
City/State/Zip: Montgomery, New York 12549
Company Complaining About: Time Warner

Description
We upgraded our internet service with Time Warner Cable, now Spectrum, November 2015. Our service as since been slow and inconsistent. It's been over 1 year and the problem has not been resolved. I have reset the modem countless times, exchanged countless modems, spoken to TWC many times, stayed at home from work for technicians to come to the house, purchased new wifi routers, purchased new cat5 wire for the house... etc., etc. The service it still unreliable. Before upgrading my service, it was reliable. Now it is intermitting. I used to work from home. Now I have to report to the office for work which costs me time and money.
Ticket: # 1449991 - Cable One
Date: 2/11/2017 11:34:00 AM
City/State/Zip: Roswell, New Mexico 88201
Company Complaining About: Cable One

Description
I'm enrolled in Cable One's "Ultra" plan, under which I'm promised speeds "up to" 150Mbps. I'm lucky to get 40Mbps, and that's with only one device streaming. I've called Cable One periodically to complain, but nothing is ever done. A test will be run from its office, and I'm always told that "everything looks good" on its end. Essentially, my speed is the same as when I was enrolled in the plan that offers speeds "up to" 50Mbps, except I now pay double.
Ticket: # 1450402 - Wireless internet:
Date: 2/11/2017 6:14:01 PM
City/State/Zip: Anderson Island, Washington 98303
Company Complaining About: Centurylink

Description
(b) (6)
Today I am in receipt of Comcast’s reply to us regarding File No. 1357988. It is totally incorrect and fabricated. I do not wish to be contacted by Diane Dupont in the future as she is totally incompetent. Comcast was granted access to all apartments in my building on January 12th, 2017. They only required access to apartment [b] which you can verify on the attached work order. This is additional information for your Ticket No. 1448668 created yesterday. It should be noted that they came twice that day as they broke the line and left me without any service until I called the executive office and they returned.

As I explained on my ticket yesterday Diane Dupont admitted to me there was a problem with their equipment outside of our complex which they refuse to address. A cable can not deliver peak service and drop by two thirds as the cable does not get tired and have to take a rest. It is their equipment as Diane admitted to me by phone but makes false excuses when replying to us.

Please help as I am at my wits end.
Ticket: # 1450557 - Internet Connection Issues

Date: 2/11/2017 11:05:12 PM
City/State/Zip: Rochester, Minnesota 55906
Company Complaining About: Centurylink

Description

I switched to CenturyLink from Charter sometime in the Fall of 2016 while living at [REDACTED]. When initially ordering the internet service from them, I was in the process of buying my first home, and asked about the possibility and speed of service I might receive if I moved there. I was told that at the apartment on [REDACTED], I would receive 40 megabits/sec, and the new address (my current address, [REDACTED]) was only capable of up to 7 megabits/sec. I said that would be fine, and the customer service representative (CSA) I spoke with when originally ordering even mentioned that my obligatory 12 month contract could be severed if I moved, because they would no longer be able to provide the 40 megabit/sec download speed.

However, my family and I have noticed very slow connections, and sometimes long lag times. Here is a record of speed tests performed on the Speediest App by Ookla, version 3.8.1. I have attached screenshots of the speed test results from my cell phone while using the centurylong connection. Also, I have attached a photo of the current wireless signal strength experienced by my MacBook.

I have called CenturyLink twice now with issues pressing enough to prevent my family from accessing the internet reliably.

The first call was on January 29th, 2017. CenturyLink recorded the call under ticket number 91990067. I called to express my displeasure with the internet speed, which at 1813 that evening was recorded at 0.35 Mbps download, 0.93 Mbps upload, and a ping of 212 ms. A second test at 1819 showed 0.42 Mbps/down, 0.48 Mbps/up, ping: 264ms.

92526131 for Feb 11th Internet Outage
Ticket: # 1450740 - Constant reoccurring Internet issues
Date: 2/12/2017 11:32:06 AM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
Our Frontier Internet is either not working for days at a time or too slow to even load a Web page. I'm constantly have to reconnect my lap top because the dsl cuts out so often. Frontier will not credit the account for days we go without Internet connection. This has been going on for years but the problem is much more frequent and much slower speeds. 2 years ago frontier tried to blame the wiring in our home and said it had to be rewired. All new wiring was installed and service continues to be poor with extremely slow speeds or outages.
Ticket: #1450784 - Slow Internet Speeds from 5PM to 11PM

Date: 2/12/2017 12:39:14 PM

City/State/Zip: Ocala, Florida 34481

Company Complaining About: Digital Communications Media (dcm)

Description

Digital Communications Media (DCM) provides the only cable internet to our 55+ community. For whatever reason, our internet speeds have been dropping to a third of what we pay for during the evening hours (5PM to 11PM). For example, I have a 15mbps service and can only get between 3-5mbps between these hours as recorded with Speedtest.net. All other hours are fine. Many residents in this community have been experiencing the same problem since mid-January and DCM keeps giving everyone the run around. I have attached a CSV file with my Speedtest.net results since January 26th.
Ticket: # 1450793 - poor internet conductivity

Date: 2/12/2017 12:47:17 PM
City/State/Zip: Buckeye, Arizona 85326
Company Complaining About: Cox

Description
i have been a customer of Cox communications for over 7 years now and their internet service. And the speed has never been never been to what they advertise..It has always been under the rating of what i am paying for and have several complaint tickets in about the issue and it is never resolved. i have been at all of the speed levels they offer. I am currently at 150 m.p.s. and they can only objective obtain 67 M.B.S. to 95 M.B.S  download speed and up load is just as bad. i have never heard anything from them if they have ever resolved these issues but my internet speed is still slow as of this day I am emailing you.
Description
Here is the email we just sent to Roggen Telephone:
We are starting to have the same connectivity issues we have experienced for the last several years. After working with us several months ago on the same issues the service improved for a short time now it is the same old thing.

We have constant buffering of our devices and sometimes the internet freezes when we use it. We have been assured time and again that you are implementing upgrades on the service and the issues are only temporary. These issues have not been temporary.
Ticket: # 1451399 - Verizon DSL

Date: 2/13/2017 8:16:40 AM
City/State/Zip: North East, Pennsylvania 16428
Company Complaining About: Verizon

Description
DSL speed not 3 meg, most of time less than 1, not consistent at all, have called Verizon numeress times
Ticket: # 1451706 - Lack of services for internet and tv
Date: 2/13/2017 11:48:28 AM
City/State/Zip: Dripping Springs, Texas 78620
Company Complaining About: Time Warner

Description
She has Time Warner for internet and tv. Her services are constantly going out. Her tv freezes or goes off. Her internet drops and the signal is so weak. They are always sending out techs but they can not fix the problem. She has been told from high level techs and supervisors that a construction crew needs to be sent out so they can install a cable box on her side of the water. There is already a cable box installed on the other side. She is so far away from that box when the signal has to go over the water the signal is distorted and drops. That is why her service is so bad. She is tired of constantly calling about her services and them not doing anything about it. She is paying for service and not receiving it. They know they need to install another cable box but will not send the money to do so.
Ticket: # 1452812 - Time Warner Cable Internet service

Date: 2/13/2017 4:39:15 PM

City/State/Zip: Celoron, New York 14720

Company Complaining About: Time Warner

Description

(b) (6)
Ticket: # 1452913 - Lack of speed and outages
Date: 2/13/2017 5:09:55 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
Constant problems with internet. Speed we were promised has never been available. Internet outages off and on all day long for weeks now. Pay way too much for horrible service!
Ticket: # 1453376 - Comcast not providing service I pay for.
Date: 2/13/2017 8:20:17 PM
City/State/Zip: Chico, California 95928
Company Complaining About: Comcast

Description
No matter what internet speed plan we have paid for we only get 25% of said speed. For example we are now paying for Performance pro - at 100 mbps wired but get only 24 to 40 mbps. Also very inconstant sometimes drops to below 1 mbps!
Ticket: # 1455417 - Internet service not working
Date: 2/14/2017 5:22:57 PM
City/State/Zip: Washington, District Of Columbia 20009
Company Complaining About: Rcn

Description
RCN high speed internet service that we pay roughly $300 per month to get does not work. It will stay connected for seconds or sometimes up to 30 minutes then it cuts out for long periods of time disrupting all programming or online computer work. We have contacted RCN repeatedly and they come out with new modems but the service does not work or improve. It never reaches the speeds promised either when we monitor.
I called RCN to complain and ask how to solve the problem again this past Sunday. I spent an hour on the phone and scheduled a technician visit. I was told we would be upgraded to their new 330mb service and that should solve the problem because it would be a different modem. When the technician showed up she knew nothing about this and only had a replacement modem for the same thing we have and was replaced a month ago. I called their customer service line with the tech there and they told me they could not do anything or look at my account until I paid the bill and in fact would be paying more for the 330 service. The rep who scheduled the appointment said it would be upgraded for the same monthly bill. I spoke to a supervisor who could not guarantee me that the internet would work with someone coming back out but would put the same type of order in again but also a new TV main box. Basically this was a trick to get me to pay even though I am not receiving the contracted services. RCN can not and does not deliver the promised internet service. My cost is not my first concern - getting high speed internet service that I can use to do work or watch TV is my concern. RCN can not provide me the service and have not provided it but they continue to bill me for a service I am not getting.
Description
I have been a customer with Comcast since about September 2016. Since then I consistently have had issue with my TV, Phone, and especially my internet service. I had contacted the BBB and talked to an executive account specialist. They came to my house and completed some repairs, however, the issues are back. I pay for 75 Mbps and barely get 5 Mbps on an extremely good day. I have attached pictures of speed tests.
Ticket: # 1455952 - Exede ongoing evening to late night Slowdowns in Download / Upload Speeds

Date: 2/14/2017 10:36:38 PM
City/State/Zip: Bartlesville, Oklahoma 74006
Company Complaining About: Exede (viasat For Business)

Description
Experiencing ongoing slowdowns of Download / Upload speeds starting in evening (4:30 to 6:30) lasting till late evening (10:30 to midnight). With speeds being reduced from plan speeds of 15 Mbps down and 4 Mbps up - down 3 to 7 Mbps down and 0.5 to 2 Mbps up.

Exede in past has needlessly and wrongly blamed a previous router for remote access (incoming) slow upload speeds. That router was replaced with high performance (Dual WAN with rated throughput of 600 Mbps). After numerous wasted phone calls, two letters (both unanswered) to Exede, and email exchange, that Remote access slowdown problem was temporarily solved by Exede.

In both letters, I provide documentation that showed speeds prior to problem and after, and that problem was not "3rd party equipment" or "3rd party software" as Exede's Tech support repeatedly tried to blame.

Recently Exede made changes to their Satellite systems. For almost a week, local Exede modem would be rebooted by Exede, often several times a day. Exede did this without any notice or warning. Research shows Exede was doing this to numerous other customers too.

The fallout of what ever Exede did was to cause serious slowdowns in both Remote access (incoming) upload speeds and Local access (outgoing) download and upload speeds.

Exede is now blaming slowdown problems on one of following:
1) "Prime Time" Internet speed issues.
2) Congestion on Satellite beam - that local Exede modem is now assigned to connect vs. what it was connecting too.
3) Their Internal Speed Test shows no problem, thus its not their problem.
4) Professional grade High performance router is causing slowdowns.

As for #3 - Exede dismissing speed problems by running their speed test that only test Exede's internal network (satellite up-link to local modem back to satellite down-link) is knowingly misleading. Exede's internal speed test is not checking Exede's actual connection to Internet. Thus any bottleneck or limitation at their internet gateway points is missed.

As for #4 - Exede blaming the router once again, is illogical. Being routers don't change their rated download / upload speeds. Especially based upon varying times during evening and late night hours.

As for both #3 and #4. The router in use now is a dual WAN router. Which has a Cellular Modem attached to USB port for emergency internet access. When Exede has tried to blame router or hinted at "Prime Time" problem, I have manual switched to Cellular Modem (effectively WAN #2) and run...
tests to same Online Speed test servers. In every case, switching to Cellular modem has shown no slow down problems.

Being Exede never did respond to my two previous letters, with accompanying documentation in both letters, I feel there is no point in writing to Exede about their latest slowdown problems. Further feel it is useless since Exede knows they are Virtually (essentially) Throttling customers by either having to small a pipes from their internal systems to internet or overloading their satellite beams going to regional gateway servers.

Exede should not be lowering their service speeds after the fact and contract is in place. Especially, when it comes to customers paying extra for Business services that are not subject to Over-usage caps (forced slowdowns).

On subject of Data usage, usage of account for last 6-months have never gone past half of plan's data usage. Do to recent Exede slowdowns (poor service), last month usage was 1/4th of allowed plan's data usage. Poor service by Exede is forcing use of costly Emergency access via Cellular modem.
Ticket: # 1456094 - New AT&T Complaint

Date: 2/15/2017 5:29:41 AM

City/State/Zip: Ocean Shores, Washington 98569-1473

Company Complaining About: AT&T

Description

In addition to the previous complaints I've filed against AT&T which were never resolved, they've retaliated against me by gouging my bill up by $76. I've copied & pasted below an e-mail I just sent to AT&T, copied to FCC:

"NYANTE, ANDREA" <an4238@att.com>,
melissa.donovan@att.com,
carmen.nava@att.com,
"SHURTZ, TAMI L" <ts7709@att.com>,
randall.stephenson@att.com,
FCC <consumercomplaints@fcc.gov>

date: Wed, Feb 15, 2017

I have attached to this e-mail the bill I just received and last month's bill, and once again, the bill is inaccurate. As you can see, the bill went up $76 from last month, yet the only change was when AT&T slowed my speed down to dial-up, at which time I could not even open e-mail, load the AT&T speed test page, or go online with my healthcare providers, which puts my health in jeopardy, and because Andrea Nyante put something in the computer ordering the tech dept not to speed up my hotspot, that I'm a "frequent caller," and as such, they are not to issue me one cent of credit without her approval (who died and made her God), and that they're to force me to buy more data, which I was told would be only $11 increase from 16 to 25GB.

So WHY has my cell phone service (and I don't even have a smart phone or use the Internet from my phone, which AT&T already knows, as I the hotspot for Internet access) increased from $124.48 to $200.48, an unjustified increase of $76. If you think I'm letting AT&T get away with this, think again. I am a disabled senior with multiple chronic health conditions, and I live on a fixed income, and AT&T has done nothing but try to gouge me every month. To date, since I switched my cell phone service from T-Mobile to AT&T, my bills have been gouged and have never once been accurate. This has been going on since last August.

And that letter you sent to the FCC is an absolute lie, and gouging my bill up $76 is clearly a retaliatory act. And the letter Melissa Donovan with AT&T wrote to the FCC is an out-and-out lie. Ever since I went to AT&T’s phony, so-called "unlimited" plan, my speed is chronically being throttled down, and I’ve received nothing but lame excuses from the technicians, and every phone call I make to AT&T is recorded. And that nonsense about "in-building coverage" is just that--pure nonsense, as I never had any problems with the hotspot prior to switching to unlimited plans. THEY ARE NOT UNLIMITED PLANS IF YOU THROTTLE DOWN SPEED TO THE POINT WHERE CUSTOMERS CANNOT EVEN OPEN E-MAIL OR HEALTHCARE WEBSITES. IT'S A SCAM, AND EVERYBODY KNOWS IT. And furthermore, on both plans, both the limited and "unlimited," AT&T speeds up the data when I'm on Facebook, which is illegal, but AT&T keeps doing it.
I have copied this e-mail to all concerned, and I expect a prompt response and my bill immediately credited the $76 error.

I have also informed the Washington State Attorney General's office about this matter, as they are in the process of filing a lawsuit for such similar consumer scams against Comcast.
I have to pay 89.99 per month for the internet thru time warner. New customers pay only 39.99 for the same service. I have been roped into a package deal with them and can not get out of it. Internat, Cable, tv and phone cost 129.99 per month. I dont want or use the phone. If I stop the cable and phone I have to pay 89.99 per month for internet. This is awful. I am retired and am on a fixed income. They dont care, because they are the only game in town. The only possible way to get internet into a 220 home neighborhood is thru time warner. One rep will tell me I dont need that speed that I am paying for and another rep insists i need that to stream. I have called and spoken to 4 or 5 different customer service reps. So at this point. It will have to get rid of the internet completely as well. I have told them I can not afford this and they dont care. This is robbery.
Ticket: # 1457139 - Grande Communications not providing internet speed that I am paying for

Date: 2/15/2017 2:58:39 PM
City/State/Zip: Corpus Christi, Texas 78415
Company Complaining About: Grande Communication

Description

I am (b)(6) and I can be reached at work from 8-5pm at (b)(6) or on my cell at (b)(6). I have been communicating with Grande Communications since Saturday (2/11/17) to resolve my issue with my internet connection dropping due to "noise". I work from home and the platform requires me to maintain a certain speed at all times. When I signed up with Grande I was very clear in asking if they would be able to provide me with upload speed to 300 Mpbs and 20 download speed at all times. I was advised that I would receive that with maybe 40% less at some times. For the past 15 days I have been unable to meet my business requirements because my internet speed has been timing out. For the last 15 days it has timed out over 252 times, in just 15 days. I have called Grande to complain when I was informed by my employer that my speeds were not meeting requirements. I called Grande and talked to a tech support person Edwin or Edison and was advised by their technician that my speeds had dropped 252 times in the last 15 days and a tech would be dispatched. At that time my modem was reset. A technician was dispatched to my home and confirmed that "yes you have a problem we call it "noise" and we can see that it is happening mostly early morning from 6 am - 11 or 12 noon and then again in the evenings around 6 to 11. He stated he would report it and left. I tried to log in again and again I was unable to meet my commitment to work my scheduled hours due to calls dropping or being unable to hear the callers that came through and/or losing internet connectivity. I continued to call Grande and get their 1st level support staff. I asked to have a supervisor call me on Monday and no one ever called. I called back on Tuesday morning around 7:30 because again I had to end my shift because calls were dropping or I could not type and I was getting a message that my long distance was disconnected, I got Tyson on the line who stated that he saw no problem with my long-distance, and tried to tell me that my service was find. I continued to explain to him the the problem is not with my computer or my modem it is a problem outside and that a technician advised me that something is wrong at the pole or someone is stealing cable. I explained to him that a technician came to my home and left without telling me anything other than they can see the problem but they will be addressing it...not when or how and I kept stressing the fact that I work at home and I am losing $300 per day as well as being at risk of losing my business for failure to meet my commitments due to my internet failures. I advised Tyson that I had asked for a supervisor to call me and he even went so far as to lie and state that a supervisor called me on Monday at 12:16 noon and my cell phone shows no record of any such call. He continued to talk to me in a condescending tone and tell me I cant be having issues with my service because it looks fine. I continued to tell him that the problem is not continuous and I am loosing money and about to be cancelled from my business contract. I asked what type of compensation can I receive for the lose of $300 in daily revenue and potential lost of my business and he stated that we are already giving you $20 per month. He stated that he is the person that had access to everything billing, and technical support. I asked him to have a supervisor call me and no one ever called me. I called back and spoke to a very kind csr who stated that my call would be escalated after 3 technicians have come out to my home to check the issue. On Tues two technicians came out to my home plugged in their lap top and stated they see an issue but they could
not do anything about it unless it is happening when they are their..."but they "see" an issue. They came in a van and a truck and no one went up the pole to check out my problem. On Tuesday evening another gentleman came out to my home and stated that he saw a problem and he would be checking the lines from outside and he left. I never signed any paperwork for any of the technicians that came out to my home and I have not spoken to a supervisor. Now I am about to lose my contract for my business that I have spent over $3000 to get started. There are not many choices or internet providers that can offer me the speed that I need to work on my business platform and I feel like I am caught between a rock and a hard place. I would not know that I have not been receiving the internet speed that I pay for if I did not have to report to my contractor to meet their requirements. How many other people are paying for high speed and not getting it. My speeds have dropped below 160 and that is more than 40% of what I am promised. This is my livelihood and from a business standpoint I should get what I pay for and if they are not giving it to me they should be making a serious effort to fix the problem, return my calls and compensate me for my losses. I am not seeing any of this being done. They have tried to upsale me to a business platform stating that it would guarantee that my issue is addressed the same day.... which to me is not an answer to an issue that they need to fix to meet their obligation to give me 400 Mbps and 20 mbps in download. Now when I call they say I have an appointment scheduled for 2/16 from 5 - 7 pm which no one has called me to arrange and if I had not called I would have no knowledge of. Today I spoke to Beatrice and asked for my account number and a supervisor she placed me on hold and stated that she would stay on the line with me. I explained to her that I have submitted to request to have a supervisor call me and I have lost $1200 in revenue since Sat and I need to talk to a supervisor to see what they intend to do about the internet connection
Ticket: # 1457714 - Verizon Internet service
Date: 2/15/2017 5:12:58 PM
City/State/Zip: Bland, Virginia 24315
Company Complaining About: Verizon

Description
Our Internet service is completely inconsistent. There are times when we are unable to use the internet thru the DSL. Our speed is supposed to be 1 - 3 MPBS (which is a very slow speed) however, most of the time it does not even reach 1 MPBS. We have complained multiple times to Verizon, replaced equipment and were told there was interference in the lines. We contacted the VA Attorney General under the assumption that they could help and while they did try, it was unsuccessful. The Virginia Attorney General proceeded to contact Verizon and within a few days the Verizon's customer service contacted my mother and assumed it was us. The referenced in the letter from Verizon was my mother (who did not file a complaint and lives in a different house). Verizon offered her a discount of $20 per month since she also had complaints about the Internet service. At the time my mother informed Verizon that she was not the person who filed the complaint and was informed that if we would call the person, they would address the issue. I am not sure why they assume the issue is addressed since they have never spoken to us and despite leaving multiple with their customer service representative, will not return the phone calls we have made to them. The majority of the neighbors and people in our community have the same complaints about the service. It is very unreliable and extremely slow for DSL. The issue I have is that we do not receive the speed they are advertising as High Speed Internet.
Ticket: # 1457984 - Internet Prime Hour Deliberate Slowdown

Date: 2/15/2017 6:38:11 PM
City/State/Zip: Ringgold, Pennsylvania 15770
Company Complaining About: Windstream Communications

Description
Windstream internet during the hours of 5-8PM EST always slows down so much that you can't even stream a 2 minute YouTube video for example. Windstream has been contacted multiple times about this over the past year. The only answer they give is that they are updating their service. For almost two years now. This is unacceptable as rates continue to go up and service gets slower.
Ticket: # 1458264 - Internet
Date: 2/15/2017 9:13:03 PM
City/State/Zip: Glendale, Oregon 97442
Company Complaining About: Frontier Communications

Description
Obsolete, in a world of technology! There's absolutely no good reason for our/this area not having equipment that IS AVAILABLE in today's market.
It IS hit and miss when trying to get online. We pay for 30 days of service but, if you added up the time you could actually be online. You might get 1 week. It hinders the things you've have to do and the only way to do it is online. So many companies want you to go to their websites, or kid's in school have to correspond with teachers online, turn in paperwork online. We are NOT in the dark ages. However, if you live in this area, (GLENDALE, Oregon) YOU live like you do. Please bring us the fiber optics so that WE may live in the 21st century with the rest of the World.
Ticket: # 1458340 - Time Warner Cable throttling

Date: 2/15/2017 9:46:23 PM

City/State/Zip: Milwaukee, Wisconsin 53208

Company Complaining About: Time Warner

Description
Every Night Around 5.00PM, I recieve MASSIVE ping spikes. This happens every day, at the exact same time. I know it also happens to my friends, and we often lag at the exact same time.
Ticket: # 1458366 - Internet Service Issues

Date: 2/15/2017 10:03:08 PM
City/State/Zip: Washington, District Of Columbia 20002
Company Complaining About: Comcast

Description
Internet service issues that started in October continue. Comcast repeatedly has failed to address the issues. Although we pay for high speed internet the service is anything but high speed. It does not matter if the content is Fandango, Netflix, Hulu, Bravo, CNN or another service. Video will attempt to start, play a second or two and spend 20-30 seconds to load several more seconds. Email service is similarly interrupted continuously. We are now additionally paying to rent a modem/router from Comcast with the same results as using a homeowner owned unit. Service individuals attempt to tell us that their service is working as now the modem stays connected to their network. Service however has not improved.
Ticket: # 1458482 - Comcast
Date: 2/16/2017 12:28:46 AM
City/State/Zip: Aurora, Illinois 60506
Company Complaining About: Comcast

Description
Over the last several months, and especially the last 2, I think Comcast has proven that they have next to no standards on their equipment and service. I am constantly getting severe lag issues so bad that we can't do anything (gaming, streaming, etc all stops days at a time). I call, have to talk to people for an hour plus to get an appointment, the tech comes says it's fixed, it works for 2 days to a week and is out again. They make me wait several days after reporting it for an outside technician because they obviously don't have enough to support their deteriorating equipment. I am constantly being refused an outside technician and instead I am told over and over again that I have to have an inside tech come first even with my LONG and I mean LONG history of outside issues. Every phone call takes a minimum of 20 minutes. They are outsourced the large majority of the time and the people understand very, very little English often. I have called Comcast about 20 times in the last 8 or 9 weeks and have had several service calls with temporary resolution only. This is after long, tedious conversations to get said service. I feel my hand is absolutely forced since they are the only provider in the area with sufficient speeds for gaming, streaming, etc. I am so frustrated I have no idea what to do. Maybe one in 20 people I talk with even care and there is no one to report the bad support to. In the middle of my tech call today, the rep (id# DAT) without warning, transferred me to the billing department. So I had to get on with tech for another 20 min phone call. She made no attempt to call me back and I feel I have no recourse for this company that doesn't care about it's customers in the least because they are the only choice. The next rep I got was very obviously outsourced. I told him not to reset my modem as I had something up online and he said OK and then he was like OK, I sent a signal to your modem. I said I specifically told you not to reset my modem (it had already been reset twice - I just wanted to schedule a tech), he said "oh it won't reset your modem" and then my modem reset. I said you just lied to me. He said well I had to do it to help you. And of course, who do I tell? His outsourced supervisor that even there was a slight chance they cared, would cover it up and not escalate it. I have no US contact for Comcast to ensure that something will be done when people do things like that to me. He refused to schedule an outside technician for me, lying and saying it wasn't possible (but apparently the last 6 techs that came out were possible). He went and checked with his supervisors who told him the same thing. This is one days experience. Every time I call them, it's incredibly similar. There has to be some kind of consumer protection for this - I'm hoping. Which is why I'm writing you. Thank you in advance for any help you can provide. By the way, I spoke to a very nice rep tonight (my 4th and last outbound call to Comcast today for the same thing) who listened, understood, and kept things simple - her name was Anna. I think she was outsourced as well. I feel like there are good and bad locations. The guess at outsourced is usually because of their background noise and a certain American accent that seems different (proper maybe). She did her part and made an appointment, but I was called a short time later and they told me they'll call me when they can schedule an outside tech to work on my problem because they don't know when it will be other than it won't be tomorrow. My service address is [b] (6) [b] (6)
Ticket: # 1458597 - Frontier Service Complaint
Date: 2/16/2017 8:47:32 AM
City/State/Zip: Palm Springs, California 92262
Company Complaining About: Frontier Communications

Description
Postal Mail Ticket Ready For Data Entry
Ticket: # 1458666 - slow intermittent internet

Date: 2/16/2017 9:49:27 AM
City/State/Zip: Goldendale, Washington 98620
Company Complaining About: Centurylink

Description
one minute you have 3megs as promised next you cant even check yourmail
Ticket: # 1458684 - Failure to provide adequate internet and customer
Date: 2/16/2017 9:59:15 AM
City/State/Zip: Clinton, Minnesota 56225
Company Complaining About: CenturyLink

Description
Everyone in our area of Clinton-graceville, MN has been experiencing extraordinarily terrible connectivity to both Wifi as well as wire connection supplied by Century Link. People would lose internet strength from early afternoon everyday, sometimes the connection strength would not return until midnight or later. In most cases this is the only time people can actually use their internet. In my case I would go from 10Mbps connection speed all the way to .25mbps. The connection is so bad you could hardly load a webpage. Netflix was next to impossible to stream at these low speeds. I have been contacting CenturyLink since about November when I realized intermittent internet connectivity. They would continuously pass it off as an issue on my side. This was not the case nor will they send anybody out to check on this so-called issue on my side. I had called him one other time and they said they're going to send me a new router free of charge. The router never showed up. I have spent hours trying to resolve this to no avail. In December I finally got one of their field technicians to admit to me that there was an internet traffic issue that was causing the internet congestion and slowing down the speeds. CenturyLink keeps telling us that they know what the issue is at this point and it'll be fixing a couple of weeks, however that has been no two months since they started telling us that. All the while we are paying full price for internet contracts and not receiving the service that they contracted for. A number of other CenturyLink customer have been in touch with them to express their displeasure and their internet service, or lack thereof. We have been patient with him and given them every opportunity to be truthful with us about when we should be able to see a return of her connectivity strength. As recently as the last day or two one of the CenturyLink customers in our area had called in an explicitly asked when we would see an improvement. The customer service rep on the other end ushered him repeatedly that the issue would be resolved as of today, February 16th 2017. This was found to be untrue and we feel that this is generally how Century Link has been treating us from the beginning. They keep telling us that they're working to try to get this resolved and all their customers want is to be reimbursed through the process until CenturyLink gets their internet connection figured out certain back from when they realize that there was an internet issue in November of 2016. Customers in our area rely on this internet connection for many reasons such as business needs, educational needs, entertainment needs as well as many other reasons. This has caused many concerns throughout our area and it's time something is done to get these guys to respond accordingly. We've been fulfilling our end of the bargain by paying for Internet that we contract for in some cases for speeds of 10 megabits per second like myself, and haven't received even 1% of that connection speed in return. It seems to me that when we signed a contract with the company for 2 years of Internet that's the least they could do is provide us with the agreed-upon connection speed, and if this doesn't happen I feel they should be obligated to reimburse the customer for failing to deliver on their end of the contract. We are all very tired of hearing your excuses as it seems every person that we talk to you at CenturyLink gives us a different story from there's no connection issues and it's on your side, two yes we do know that there's a problem and we are working diligently to fix this within the next couple of weeks. At this point we have threatened to take them to the Better Business Bureau as well as the Attorney General and FCC if we don't see results. At this point in time we feel three to four months is a generous amount of time for them to get their act together. We have now realized that it seems that's the only option for us to get
our reimbursement back for our internet connection and to get this situation fixed as soon as possible. There are about 30 people in the Clinton Graceville Minnesota area that are struggling with poor internet connection from CenturyLink. And those are just the ones that we know about. What we request is full reimbursement from our internet dues starting back on the 1st of November 2016 up to the time when they have made a full repair on our internet connections and no other issues arise. Too many hours have been spent on chat support and phone support at this point. Something needs to be done. We can't keep paying for a service we are not receiving.
Ticket: # 1458946 - Suddenlink Cable and Internet
Date: 2/16/2017 11:54:31 AM
City/State/Zip: Cool Ridge, West Virginia 25825
Company Complaining About: Sudden Link

Description
I am currently waiting on a technician to arrive at my home to figure out why my internet and cable constantly go out. This will be the 4th technician here in a month period. I absolutely dread calling the call center and I don't feel I need to be subjected to such rudeness. I have logged 26 hours on the phone with tech and taking my only day off to accommodate 3 visits only to have the problem continue. The last visit my husband spent hours outside digging with the technician. It is difficult when you do all you can as a customer and they do nothing on their end. I was offered a $30.26 credit, no I am not making that up. My time is obviously not valuable to them at $1.16 an hour. I am not sure at this point what will fix the issue, all the call center representatives do is blame the issue on user error, they are only trained to trouble shoot a modem reset and then tell you the only option is to take your only day off or stay home from work and not get paid to send a technician out. The call center has no skill set in tech support but you have to go through the rudeness to get someone out. I am not sure as to what to do at this point but 4 times is an issue that I cannot afford with my time anymore.
Ticket: # 1459458 - Internet service spotty at best

Date: 2/16/2017 2:06:44 PM

City/State/Zip: Mt. airy, Maryland 21771

Company Complaining About: Comcast

Description
Starting in October of 2016 I have had issues with Comcast's internet service. I have called at least 8 times and had at least 6 techs come and still have issues. I have been promised credits, free months. None of which seem to occur, I have been hung up on shuffled around. During one of my calls I found out I was being charged for equipment I hadn't had in years. The company is shady and really needs to be looked into. I'm not looking for anything more than what I was told I would receive.
Ticket: # 1460604 - UPLOAD SPEED INCONSISTENT AS OF 2 WEEKS

Date: 2/16/2017 8:05:46 PM
City/State/Zip: Marietta, Georgia 30066
Company Complaining About: Comcast

Description
Tech came out. Failed to check any connections outside my home. Told me I had a lose cable. I personally checked those connections myself. Replaced equipment and software. Nothing fixed the issue. Just started 2 weeks ago. Failing to maintain upload to Twitch.
Ticket: # 1460659 - Slow Internet
Date: 2/16/2017 8:35:33 PM
City/State/Zip: Ocala, Florida 34481
Company Complaining About: Digital Communications Media

Description
DCM (Digital Communications Media) Cable download speed drops from 5 or more (What I pay for) to 1 or less every evening. Thy are not doing anything abuot it.
Ticket: # 1460692 - Horrible connection
Date: 2/16/2017 9:01:19 PM
City/State/Zip: Atlanta, Georgia 30342
Company Complaining About: Comcast

Description
My connection has continued to become worse every day for a month or more now. I am currently scheduling my THIRD tech appointment just so that tech can come out and determine that he cannot fix it and the issue needs to be escalated. There is no method they offer me to skip this formality for the third time. This is infuriating. On my second tech appointment he came out just to determine the issue needed to be escalated. It was "fixed" and my connection was bearably stable yesterday. I come home from work today, and the connection is back to horribly unstable. I am getting packet loss, lag spikes and my upload speed is >500kbps, which is advertised to be 10MBps. I am helpless in this. I call, they give me the same lines and nothing gets fixed. I have to waste my time waiting for their techs to come out who I and the phone operator already know will not be able to fix the issue. The advanced repair phone operator person ran extensive tests and knows for a fact my connection is not running stable and that a regular tech cannot fix it, yet his only option is to send a tech who cannot fix it. This cannot continue.

My only other option for internet in the area is AT&T who has a slower connection and even lower data cap. I am captive of unbearably unstable internet, and I live in one of the most prosperous cities on the planet. This is simply unacceptable.

I have spent a combined of at least 6 hours on the phone with Comcast over the past week and a half when the connection became completely unbearable.
Ticket: # 1460817 - Holly Hills Internet SUCKS! NO SPEED AT ALL!

Date: 2/16/2017 10:59:30 PM
City/State/Zip: Troy, North Carolina 27371
Company Complaining About: Centurylink

Description
We have had techs here numerous times, the Internet here is constantly going down. They always say they are putting a work order in.... then it takes a tech to get out here in a week! They tell us that we are at the end of the line so therefore we cannot get the speed everyone gets. We have also noticed that there is a little difference in the speed at night, I guess when everyone is asleep!
Ticket: # 1460827 - Frontier FiOS Poor Performance
Date: 2/16/2017 11:08:02 PM
City/State/Zip: Long Beach, California 90808
Company Complaining About: Frontier Communications

Description
My FiOS performance has been intermittent for approximately 6 months. This includes the hard wired PC as well as the WiFi. Approximately 3 months ago Frontier installed a new outside box and the performance improved for a couple weeks. The last couple months the WiFi has been too slow to use predominantly in the early afternoon. I do have WiFi boosters in the house for your information. A few weeks ago I contacted tech support and they reconfigured my router and performance returned to satisfactory. A couple days ago the FiOS was completely out all day. I contacted Tech support and their troubleshooting determined I need a new router. The next day my FiOS was back working just fine. A couple days later I received an email that the new router would be delivered. Then I received an email that the router delivery is being rescheduled. My FiOS performance has been acceptable with the direct ethernet link to my PC, but the WiFi continues to be intermittent to unacceptable.
Ticket: # 1460886 - Internet wifi service

Date: 2/16/2017 11:55:42 PM

City/State/Zip: Downey, California 90240

Company Complaining About: Time Warner

Description
I use TWC for Internet and basic TV. The package I bought includes housewife wifi. I pay an additional $10/month to increase my download speed from 50 to 100 mpgs (not sure of the acronym. Certain of the number.)

Over the past sixth months I have had inconsistent wifi performance. I have called numerous times for help. During the past few weeks wifi does not reach my primary place that I use it. I cannot watch a tv show without freezing and spooling at least every five minutes. Typically every 2-3 minutes.

I feel so abused by this company. I've called for alternative ISPs but there's nothing available. I'm trapped by TWC, now Spectrum. I feel like they take my money every month but don't provide the service I am paying for. I have called multiple times with no real satisfaction or options to fix the problem. I'm 56 and have never felt victimized like this before.

Help!
Ticket: # 1461403 - POOR internet - had to quit my job!

Date: 2/17/2017 12:27:11 PM

City/State/Zip: Norwood, Massachusetts 02062

Company Complaining About: Verizon

Description
I've been having issues with poor service from fios for months. After several FCC complaints, fios never followed up with me. At this point, I was forced to resign from my current position as I work from home. Today I called to cancel fios service in my home. I'm begging for the FCC to help my with further legal action against verizon.
Ticket: # 1461464 - FRONTIER COMMUNICATIONS - BAD SERVICE FOR WIFI  
Date: 2/17/2017 12:43:09 PM  
City/State/Zip: Long Beach, California 90815  
Company Complaining About: Frontier Communications  

Description  
SINCE FRONTIER TOOK OVER VERIZON THE WIFI SPEED AND CONNECTINO IS ABSOLUTELY AWFUL. I HAVE CALLED, HAD A SERVICE CALL WHERE THEY REPLACED A ROUTER CORD, AND STILL LACKING HIGH SPEED SERVICE.
Ticket: # 1461662 - internet service issues
Date: 2/17/2017 1:46:16 PM
City/State/Zip: Graceville, Minnesota 56240
Company Complaining About: Centurylink

Description
Pay for speed of 10 and since December 2016 from the hours of 5pm to 1am the speed decreases to .02. Have repeatedly contacted CenturyLink about the problem and have tried working with them on their troubleshooting methods and replacing equipment. Repeated calls have resulted in rudeness from several different customer service reps and run around non answers. We were told there was and equipment problem and it would be fixed in two weeks: it hasn't been.
Ticket: # 1462408 - Reduced Internet Plan without permission

Date: 2/17/2017 7:20:39 PM
City/State/Zip: Decatur, Georgia 30034
Company Complaining About: Comcast

Description
We noticed lower than usual internet speeds on my account so I called Comcast and after about 30 minutes they determined it was a faulty modem and told me to purchase a new one. I purchased a new modem and called them back a few hours later. They were unable to get the new modem working at first and had to call us back. When they did the new modem was working but was just as slow as the old modem. They then told us that we were only supposed to get 3 Mbps even though for 5 years we've had plans that exceeded at least 25 mbps. I asked when the plan was changed and they said there was no record of the plan changing. They now want me to upgrade the account to get the speed that we had before. They have done the same thing with TV channels before (take away channels we had and then tell us they are not on our plan) so I believe they do it on purpose. Currently paying about $130 for basic cable and internet (apparently at only 3 Mbps) which is overpriced even for fast internet. We'll be considering alternatives (At&T or Google Fiber).

Thanks,
(b) (6)
b (6)

(b) (6)
Description
Have been dealing with service issues for well over four months. Was with Earthlink for three years. No issues what so ever, Frontier took over the Verizon lines here in town and there are no other hard wired service providers in this area. I switched to Frontier thinking that service would be better due to the fact they were doing all the line work for Earthlink and could work with them directly. The Tech that has come to my home three or four times in the pass two months has been amazing and very supportive. He has helped in every way he can but the problem still continues after four months. I am paying for 15mb down and getting less then 0.4 most evenings and days. I can't stream, can't game hardly browse. It has cost me time and more money then anything, even to the point of having a new line installed in the home that I did not need. Have been informed upgrades are "coming" but no due date or any other information is available at this time, and still being charged the same rate.
Ticket: # 1462725 - Internet
Date: 2/18/2017 8:57:52 AM
City/State/Zip: Devil Lake, North Dakota 58301
Company Complaining About: Mid Continent

Description
internet barely works
Ticket: # 1462986 - Frontier Communications
Date: 2/18/2017 2:47:20 PM
City/State/Zip: Hudson, Florida 34667
Company Complaining About: Frontier Communications

Description
We often have loss of connectivity or very slow downloads. I've called Frontier and am put in the que with recurring messages that someone will be with us shortly; waiting 24 minutes or more. I can't spend this amount of time waiting on the phone. I try going through their web portal and it won't load up to troubleshoot.
Ticket: # 1463010 - Internet service is slow
Date: 2/18/2017 3:09:30 PM
City/State/Zip: Troy, North Carolina 27371
Company Complaining About: Centurylink

Description
We pay the same for Internet as a person living in town but yet we get the slowest speed. We are told we are at the end of the line....what does it take to get better service. Both me and my husband work from home a lot and we can't get anything done for waiting. We were told a new router would help spread now we have a route from CenturyLink that we are having to pay a fee for. It did not help the service.
Ticket: # 1463654 - Intermitten Connection lost
Date: 2/19/2017 2:42:20 PM
City/State/Zip: Panama City, Florida 32404
Company Complaining About: Comcast

Description
I have been losing internet connection for years. I have been battling it out with Comcast to fix this issue. I have reported this to the Better Business Bureau. They have replaced everything at the house, and inside. I have explained to them that the internet connection is not at my location. I have done a trace route that shows that there is an issue in Mobile, AL @ server ip address 2001:558:240:3c::1
Marietta, GA @ server ip address 2001:558:0:f637::2
Marietta, GA @ server ip adddress 2001:558:0:f637::2
When my computer tries to contact their servers at this address, my connection times out. On February 19, 2017 I had a technician come out because their technical department sent them out, and they acknowledged that there was an issue up at Georgia (GA); however there is nothing they can do to fix the issue or correct the problem. "It is out of our hands" After getting off the telephone with his boss, he began to replace wall outlets, where our TV plugs into instead. We both did see and agreed that the speeds were low and below standard. We pay 150.00 a month for internet that doesn't work properly. I have used two different speed test to make sure there is accuracy. I also unable to play video games and hard time video streaming as well.
Ticket: # 1463720 - problems with internet
Date: 2/19/2017 3:58:35 PM
City/State/Zip: Laredo, Texas 78043
Company Complaining About: Time Warner

Description
Still having the same problems with inconsistent speeds very high latency issues. first it was just in the evenings but now its anytime of day
Ticket: # 1463726 - Isp ignoring severe service shortage  
Date: 2/19/2017 4:04:53 PM  
City/State/Zip: Lake Almanor, California 96137  
Company Complaining About: Frontier Communications

Description
FRONTIER COMMUNICATIONS is aware of service shortfall in our region but is proving no remedy or estimate for correction of constant outages of broadband service. Further, they only recently accepted that this is their issue and is not related to a local technical issue. They will offer a refund for past outages but only after multiple calls to customer service, and even then with great reluctance. Finally, I am aware of several cases in our direct neighborhood where tech support still insists that this is not a regional outage. While I understand that technical difficulties on their part are unavoidable at times, profound misrepresentations and denials are not behaviors that consumers should tolerate without complaint. I have complained to them first without any resolution or estimate for resumption of reliable service and have received no details other than initial denial that it is their problem and now, finally, acceptance of responsibility but no estimate for resumption of consistent, reliable service.
Ticket: # 1463737 - Poor Internet Service
Date: 2/19/2017 4:39:22 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
I have Frontier Communications. For the last year at my home and business, the internet just stops and I have to restart my router and slowed down to where even my connected roku device by the Ethernet cable says good connection where it used to say excellent. My wireless devices have been constantly buffing like trying to load content on my roku tv device and others. I don't know why our service has become so poor over the years, but it is ridiculous especially when you are paying for bigger internet packages and not getting what you are paying for. I am tired of the internet saying its up and its not. Even Frontier when called can't explain what's going on. One rep said we were in a high demand area. But the internet service drops around the clock.
Ticket: # 1463757 - Internet service not working properly

Date: 2/19/2017 5:00:39 PM

City/State/Zip: Ponte Vedra Beach, Florida 32082

Company Complaining About: Comcast

Description
Phone technician determined my 'rented from provider' modem needs to be replaced. Appointment set up for next day, Feb. 19, 2017 between 3pm-5pm. At 3pm on 2-19-17 I called to see when the tech would arrive and they told me that they changed my appointment, without my authorization or knowledge, to Tues., 2-21-17. Unacceptable!!
Ticket: # 1463775 - Repeat continue data issue
Date: 2/19/2017 5:37:46 PM
City/State/Zip: Carson City, Nevada 89701
Company Complaining About: Verizon Wireless

Description
Once again I am having the exact same problems in regards to my complaint against verizon from last month. They have once again lied about fixing my data measurement issue and I am forced to yet again upgrade my data because of their continued system technical issues. The have not recorded my data for almost a week and then as I wait for customer service to calm me back today to fix the problem they spring on me I'm out of data and in safety mode. No common sense reason how my phone can go from having 20 gb of data then hour or so later I'm completely out. It's a pattern at this rate verizon executives lie to customers to retain them but do nothing to resolve problems.
Ticket: # 1463797 - Terrible Internet just swapped Modem download and upload speeds are inconsistent Packetloss

Date: 2/19/2017 6:08:29 PM
City/State/Zip: Atlantic City, New Jersey 08401
Company Complaining About: Comcast

Description
Apparently the issue is with our node and i want it resolved as fast as possible to play games again and watch a youtube video without it buffering
Ticket: # 1464033 - poor service from Comcast

Date: 2/20/2017 5:29:06 AM
City/State/Zip: Vancouver, Washington 98661
Company Complaining About: Comcast

Description
for the past several months my voice/phone service has not worked as its suppose to  Comcast is
telling me that my new computer's ethernet card doesn't work properly with their modems  had a
tech come out yesterday found things that previous techs should have caught  (part of the reason I'm
having internet issues) but today I was told that I probably had viruses on my computer,  then I
checked with store and company who just serviced my computer, there were no viruses,  everyone
was pointing to the new modem Comcast provided.  when pushed further , now Comcast is claiming
10100 gig card is not strong enough and that I need a 1 gig card.   I have checked with several
computer stores, and they have never heard anything like that.   the computer about 8 mos old, a
Dell with I-3 processor.   Total time this week alone on the phone with Comcast about 10 hrs.   I
was told by several people they would be calling back with a resolution , and receive NO return calls.
when I call to complain, I get hung up ,  told to call back another time,  or told there is nothing they
can do.
Ticket: # 1464121 - poor signal
Date: 2/20/2017 11:02:52 AM
City/State/Zip: Lapeer, Michigan 48446
Company Complaining About: Verizon Wireless

Description
Hello,
i am reaching out to see what can be done about the service i receive at home. when i am at work, in Warren Michigan, my phone receives a 28-30 Mbps connection. but when i am at home, in Mayfield township Lapeer Michigan, i only receive a 1.27-3.78 Mbps connection. i know i live i a rural area, but i rely on Verizon's wireless network connection to keep my family, of six children and two adults, communication needs supported. please let me know what you can do to help eliminate this issue.

thank you,
Ticket: # 1464242 - Poor internet service
Date: 2/20/2017 12:29:16 PM
City/State/Zip: Port St. Lucie, Florida 34983
Company Complaining About: Litestream

Description
Our community is bound to an Internet/cable provider which is owner by the man that was the
developer/owner of our property. That owner went bankrupt with his development company,
Princeton Homes, but not with the Internet company which is called Litestream. We're now "stuck"
with the terrible service Litestream provides. We want to get rid of them but don't know how to do it.
We've been told that they have an unbreakable contract! Isn't that illegal? Isn't that a monopoly?
Description
Internet speed is very slow paying for 60mbps only getting 16.6Mbps and I'm getting for upload 5.46mbps its horrible on Google internet speed test. And then on internet speed test .net app it shows a whole other reading which is 42.64 Mbps and upload Mbps is 6.14 which that is not accurate I cant even run more then one device or app without pausing and slow up load speed. The first test from Google seems way more accurate and its horrible I'm paying for 60mbps and im not even getting what is advertised that I am paying for. Its not fair I only had services for a month and 3weeks and I paid my bill way ahead of time!
Ticket: # 1464690 - Hughesnet internet not working
Date: 2/20/2017 4:33:15 PM
City/State/Zip: Fall Creek, Wisconsin 54742
Company Complaining About: Hughes Net

Description
I am a Hughes net customer that has not been getting the services I have been paying for. I would like to end my relationship with them but they will not let me out of my contract without an early termination fee.

45 min conversation:
The first case I opened with them was in July 2016 – Case number 54915580. My complaint was regarding the ability to stream video during peak hours. The case was opened and I was told I would receive a call from their advanced technical support team within 72 hours. I was never contacted.

30 min conversation:
I finally reached my limit again and called back in on February 13th 2017 and again stated that I was not able to get a single video stream to work between 6 pm and 10 pm at night. They gave me another case number Case number 102727369 and told me to call in some evening to troubleshoot while the issue was happening.

1 hour 57 minute conversation:
I called in on the evening of February 15th 2017 to troubleshoot with the technical team. I explained that I have had this issue since day one with their company. During day time hours the speeds and service is ok, but during primetime hours it comes to a standstill. I understood there would be some degradation of service during peak hours but that I would still be able use the service to stream video. After explaining my issue he had me start trouble shooting. We did multiple speed tests with my router in place, speeds were averaging around 3.5 down and .02 up. We then did the same tests straight from their modem with very similar results. The final test was to put my computer in safe mode and run the tests straight off the back on their modem. These tests proved to be slightly faster (it was also getting closer to 10 PM) but still fell below their minimums speeds of 9 meg down. From there the tech sent to a retention specialist to process my disconnect who instead was trying to save me as a customer. At this point I do not want to keep their service as I am paying 105 dollars a month for something I can’t use. After a long time on the phone with him he sent me to a supervisor who reiterated that they would not let me out of my contract but wave half off the 265 dollar termination fee. In 11 months I have paid them 1,155 dollars for services that only work during the hours I am at work and my kids are at school. I am not willing to pay them half of a termination fee for services that do not work. After a long conversation Martin (the supervisor) stated that if he submitted my case to their advanced technical support again and they determined that it was not something they could repair then he would “gladly “ let me out of my contract. He gave me ANOTHER case number – Case number 102727728 and said the advanced tech support people would call within 72 hours.

45 minute Conversation:
Tech support called me back the evening of February 17th 2017 and went through some troubleshooting It was determined that it was a known peak issue and that there was not anything able to be done to fix it. They said they are launching a new Satellite that will improve things in the next several months. I told her that at this point I really would rather just disconnect services. She transferred me back to account management. I spent a long time rehashing my entire story with Rouel and explaining that I had taken the necessary steps Martin told me to do to get out of my
contract, Rouel said that it was not possible and that the best he could do was wave half of the fee. I asked to speak with his manager. The manager was not available so he gave me ANOTHER case number. Case number 102753625. He told me a manager would call me in 1 to 24 hours. It is 2-20-17 and I have not received a call.

I want to end services with Hughes net at the end of this billing cycle and after all this feel completely justified in not paying an early termination fee.
**Ticket: # 1464739 - COMCAST service outages : Failure to keep appointment**

**Date:** 2/20/2017 4:53:38 PM  
**City/State/Zip:** Boca Raton, Florida 33434  
**Company Complaining About:** Comcast

**Description**  
Had confirmed appointment with Comcast for 1-3 pm today.  
No show, no call.  
Comcast, at just after 3 pm, decided on their own to change my appointment to tomorrow 8-10 without a call and without my consent.  
I have intermittent outages all the time.
Ticket: # 1464961 - Comcast's Inability to Resolve Any Issues for the Customer

Date: 2/20/2017 7:02:27 PM  
City/State/Zip: Chicago, Illinois 60618  
Company Complaining About: Comcast

Description
Comcast has been unable to resolve my issues of inconsistent and slow internet speeds which have ranged from .1 Mbps to 90.17 Mbps. I pay for speeds up to 75 Mbps. The speed has stayed around 1 Mbps for the past couple of months despite the few spikes to speeds that are acceptable. Numerous calls starting from the month of December to present as well as multiple technician visits have not solved this issue of inconsistent speed. This is unacceptable.

Comcast tried to push the problem on me instead of trying to establish a holistic understanding of what could cause this issue. Comcast claimed that my modem was the issue as it was “showing red”. The customer service agent was unable to explain what that actually meant. Therefore, I had to spend my own free time and money researching and purchasing a new modem and router which did not resolve this issue as they claimed it would. This is unacceptable.

When Comcast finally sent out a tech to investigate this issue further, he determined that my apartment was receiving low signal strength. I then had to wait another 24-48 hours for another technician called a line tech to actually work with the infrastructure around my apartment which should have resolved my issues. He did not resolve my issue of inconsistent and slow internet speeds. This is unacceptable.

There was no visibility for me into what the line tech did to resolve my issues either. I was not told an exact time on when he would come in the first place. I was not told what the root cause of my issues were. I was not told what he did to deal with the root cause. I had no recourse for immediate response if whatever this tech did to fix my problems did not work. There was no communication with me to test if whatever this tech did to fix my problems worked. He showed up, supposedly fixed the problem, and left, all without any communication with me. This is unacceptable.

While Comcast has failed miserably to resolve my issues, they have been unsurprisingly diligent in charging me for their atrocious service every month. Comcast’s next course of action is to send out another tech to try to resolve my issues. When I questioned what this tech would do differently to resolve my issues and why the first two techs were unable to resolve my issue, there was no informative response. I have had to reschedule my own work and life around these tech visits multiple times. It is absurd that they can’t even give me a specific time on when a technician can show up. They give me 2 to 4 hour blocks. This is unacceptable.

I started with low expectations for Comcast to resolve my issues, and Comcast has defied even those expectations in failing to meet even the lowest bar I could set for them. Comcast’s inability to resolve my issues is simply astounding. Comcast, its processes, and its employees are completely incompetent and unfit to operate a telecommunications company. This is unacceptable.

In short, it has been months since my issues of inconsistent and slow internet speeds have been reported to Comcast. Every action Comcast has taken ranging from blaming my equipment to sending out Comcast’s own employees has proved completely ineffective in solving my issues. There also is little to no visibility on exactly what some of Comcast’s employees have done to solve my issues. Comcast’s next course of action is to repeat some of these same steps outlined above to solve my issues. Insanity is trying the same thing and expecting different results. Comcast is insane. This is unacceptable.
I demand that Comcast solve my issues through whatever means necessary no matter how inconvenient or costly it is for them. I have had to wait an unreasonably long amount of time for Comcast to resolve my issues, and I have been paying Comcast for Comcast to do this for me. This is unacceptable.
I also demand Comcast reimburse me for the months where I have recorded the issues of slow and inconsistent internet speed.
Description

Comcast has been unable to resolve my issues of inconsistent and slow internet speeds which have ranged from .1 Mbps to 90.17 Mbps. I pay for speeds up to 75 Mbps. The speed has stayed around 1 Mbps for the past couple of months despite the few spikes to speeds that are acceptable. Numerous calls starting from the month of December to present as well as multiple technician visits have not solved this issue of inconsistent speed. This is unacceptable.

Comcast tried to push the problem on me instead of trying to establish a holistic understanding of what could cause this issue. Comcast claimed that my modem was the issue as it was “showing red”. The customer service agent was unable to explain what that actually meant. Therefore, I had to spend my own free time and money researching and purchasing a new modem and router which did not resolve this issue as they claimed it would. This is unacceptable.

When Comcast finally sent out a tech to investigate this issue further, he determined that my apartment was receiving low signal strength. I then had to wait another 24-48 hours for another technician called a line tech to actually work with the infrastructure around my apartment which should have resolved my issues. He did not resolve my issue of inconsistent and slow internet speeds. This is unacceptable.

There was no visibility for me into what the line tech did to resolve my issues either. I was not told an exact time on when he would come in the first place. I was not told what the root cause of my issues were. I was not told what he did to deal with the root cause. I had no recourse for immediate response if whatever this tech did to fix my problems did not work. There was no communication with me to test if whatever this tech did to fix my problems worked. He showed up, supposedly fixed the problem, and left, all without any communication with me. This is unacceptable.

While Comcast has failed miserably to resolve my issues, they have been unsurprisingly diligent in charging me for their atrocious service every month. Comcast’s next course of action is to send out another tech to try to resolve my issues. When I questioned what this tech would do differently to resolve my issues and why the first two techs were unable to resolve my issue, there was no informative response. I have had to reschedule my own work and life around these tech visits multiple times. It is absurd that they can’t even give me a specific time on when a technician can show up. They give me 2 to 4 hour blocks. This is unacceptable.

I started with low expectations for Comcast to resolve my issues, and Comcast has defied even those expectations in failing to meet even the lowest bar I could set for them. Comcast’s inability to resolve my issues is simply astounding. Comcast, its processes, and its employees are completely incompetent and unfit to operate a telecommunications company. This is unacceptable.

In short, it has been months since my issues of inconsistent and slow internet speeds have been reported to Comcast. Every action Comcast has taken ranging from blaming my equipment to sending out Comcast’s own employees has proved completely ineffective in solving my issues. There also is little to no visibility on exactly what some of Comcast’s employees have done to solve my issues. Comcast’s next course of action is to repeat some of these same steps outlined above to solve my issues. Insanity is trying the same thing and expecting different results. Comcast is insane. This is unacceptable.
I demand that Comcast solve my issues through whatever means necessary no matter how inconvenient or costly it is for them. I have had to wait an unreasonably long amount of time for Comcast to resolve my issues, and I have been paying Comcast for Comcast to do this for me. This is unacceptable.

I also demand Comcast reimburse me for the months where I have recorded the issues of slow and inconsistent internet speed.
Ticket: # 1464994 - Poor and inconsistent upload and download speeds
Date: 2/20/2017 7:18:16 PM
City/State/Zip: Excelsior Springs, Missouri 64024-2806
Company Complaining About: Mediacom

Description
Since before thanksgiving 2016 we have had poor upload speeds (.01-.3 mbps). After 6 service calls to the house it was improved for 3 weeks in January. Was told by the tech that it was a issue with the hub down the road. The upload issue is still unresolved. Now just to check email and pay bills we have to hotspot the cell phones.
Ticket: # 1465189 - Very inadequate service and level of purchased speed is at 10%.
Date: 2/20/2017 9:44:07 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
We have had 18 calls for service over the past 30 months. The usual drop rate is 200-300 per day over a 1-3 day period. This has been serviced with new routers 3 times and still the service is not available at any decent speeds from 11:00 p.m. until 2:00 p.m. and this is the usual. The one time they came in to actually test the system they found it was running at 3-8% of speed. This had been going on for 2 years before they addressed it. It is now the same issue by dropping 50 times an hour
Ticket: # 1465239 - Frontier Issues
Date: 2/20/2017 10:29:56 PM
City/State/Zip: Plymouth, Wisconsin 53073
Company Complaining About: Frontier Communications

Description
I don't even know where to begin on this. Our service from Frontier is absolutely awful. Not only is our speed inconsistent, with it sometimes having a download speed of less than 100 kb/s, our ping is terrible as well, with constant spikes of above 1000. This makes performing the simplest tasks all but impossible. Rarely a day goes by that the internet doesn't cut out completely. This is affecting the income of our family as one of us works from home over the computer. Aside from the speed and connection issues, the internet is being run through a single copper cable. Frontier told us that they were going to replace and upgrade the cable, in the summer of last year. I can't remember exactly when the service technician came out because it's been so long since we've seen him, but he came out, told us it would be difficult for him to run the cable under our sidewalk but that he could do it, and left never to be seen again it seems. I am so fed up with Frontier, but the only other option is Charter and they are just as bad.
Ticket: # 1465438 - Long Period of Poor Internet Service

Date: 2/21/2017 9:22:21 AM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
We have had Frontier as a provider for an extremely long time....I believe some where around 1995 for phone a a couple years kats for internet. This world revolves around good internet service and we've had less than good off & on over the years. But this last month of January and February 2017 have been beyond bad...This needs addressed and in a timely manner. Frankly it been poor enough that Frontier should be made to at the very least off some credit back to its customers.
Ticket: # 1466072 - Time Warner/ Spectrum Fraud
Date: 2/21/2017 1:29:10 PM
City/State/Zip: Galena, Ohio 43021
Company Complaining About: Time Warner

Description
I live in neighborhood in Galena Ohio, just outside columbus in Genoa township. For the last couple years time warner, now Spectrum has admitted that the node for our neighborhood is defective but they don't know when they will fix it. So they credit back internet fees to those who call monthly to battle the phone warriors on the other side instead of fixing the problem and providing the internet speed that our agreement states. This is clearly just a company avoiding paying maintenance costs because they know they are the only internet service provider in our neighborhood. It's a monopolistic nightmare. You can inquire with them as our neighborhood is in their system as a "neighborhood watch" meaning they confirm our problems. We need another service provider and or Spectrum forced to fix our equipment.
Ticket: # 1466923 - TDS Telecom and Internet
Date: 2/21/2017 5:04:14 PM
City/State/Zip: Lewisport, Kentucky 42351
Company Complaining About: Tds

Description
In 2006, we build a home in Lewisport KY at that time, TDS and AT&T argued for nearly 2 years before it was determine that TDS is actually our service provider. (We wanted AT&T). Since that time our internet service has been inconsistent at best - we’ve had numerous routers/modem/disconnected service and tried sattelite internet. I currently pay for "up to" 5 mbps in my home business and TDS reports that 2 mbps is considered within acceptable limits. In my office I pay for up to 15 mbps on 2 separate lines and 8 mbps is acceptable to them/ the FCC guidelines of allowing the "up to" language, means that ISPs do not have to provide appropriate levels of service and upgrades.

I also have a business account in another location and those services are terrible as well. The FCC sets ISPs up to keep them from having to provide improvements by allowing the "up to language" I would be willing to bet that if the FCC's internet was only 40% of what they pay for that the problem would be solved quickly.
Internet it unreliable and even at its best the speeds are awful. In the middle of the night 0.5 mbps is not uncommon and even after doing multiple things to attempt to fix it, the internet is still awful so it isn’t on my end. Just look at the Northwest Communications facebook page for 20+ more bad reviews and testimonials.
Ticket: # 1467125 - Twin Lakes Internet service

Date: 2/21/2017 5:57:23 PM
City/State/Zip: Cookeville, Tennessee 38501
Company Complaining About: Twin Lakes

Description
i have been having a problem with dropped service or slow service. ever since the company has put cable in the area. i am currently not on that cable this is an issue. causing me to loose business we are a real estate company and with time sensitive communications. we ahve called and complained several times had repair service come out to determine not equipment issues on our side. if you do an investigation i bet you will see the number of complaints as increased 100 fold. as an attempt to get customers to sign up for cable. if so this is a fraud i have had to reboot at least 30 times in any 24 hour period. trying to get service. it is slow under 1 or drops. i have real estate contracts that require time sensitive responses and information. or research. this is costing me money
Ticket: # 1467167 - Internet Speed
Date: 2/21/2017 6:16:18 PM
City/State/Zip: Danielson, Connecticut 06239
Company Complaining About: Frontier Communications

Description
This all started back in July 2016, we pay $50 for internet, 12mbps through Frontier Communications. We have had so many issues with speed hardwired or wireless. I have called them more then I can remember. We had numerous techs come out also we have had app for techs to show up and not arrive but tell Frontier they did and have reports saying what they did and how they fixed it. Last tech was supposed to be here February 16, 2017 between 8 & 12 never showed up called and told I canceled the app. Tech before that was here 9:30 to 2:40 and seen all the issues we have called about but he still could not resolve the internet issues, he came back with a line tech the next day which was told they could not find the problem asked him what do I do next time this happens his response was to deal with it. I have also contacted BBB filed with them waiting on a response from Frontier Help Desk. Received a call on February 20, 2017 at 8:45pm didn't answer because it was to late they left Voicemail it was Frontier Help Desk. I called them back today and was told about all the tickets and techs that have been here, she setup another app for a tech to come out February 22 2017 with no time setup so another day where I wait around for them to show up or not show up. You are my last resort hopefully this will get them moving on fixing the internet issues. At this point I am using my hotspot on Verizon Wireless to send this because my internet is to slow to use the internet.
Ticket: # 1467695 - Re: [FCC Complaints] Re: Bad service at huge price
Date: 2/21/2017 11:36:03 PM
City/State/Zip: Los Angeles, California 90066
Company Complaining About: Frontier Communications

Description
This is a follow-up to your previous request #1374340 "Bad service at huge price"

Hello,

I've have been unable to contact or set up a phone call with frontier. I called 2-3 weeks ago and left a message. They attempted to reach me and I returned the call and left another voicemail stating my availability. Another week had passed with no response and no changes made.

Please let me know how to proceed.

Thank you,
Description
The consumer has billing problems with the internet service. The speed has slowed down. The carrier is aware of the problem in her community but as of now there is no plan to repair. They are using the term "permanent exhaustion" with no plan to fixed the problem. You can surf the web but you can't watch Netflix, YouTube, and etc.

The consumer also learn that in the surrounding community, there is also an outage going on. This is not acceptable.

Resolution:

The consumer wants the service fixed asap.
The consumer wants a credit on the account.
Ticket: # 1469466 - DO NOT TRANSLATE
Date: 2/22/2017 6:11:45 PM
City/State/Zip: Cupertino, California 95014
Company Complaining About: AT&T

Description
DO NOT TRANSLATE

THIS IS TO INFORM YOU I CONTACTED HIGH LEVEL UNITED STATES GOVERNMENT OFFICIALS REGARDING COMPUTER SCIENCE SPAM COMPUTING - JUNK FAXING - JUNK EMAILS - MONTY PYTHON SPAM - SPAM EMAILS - SLAMMING - UNWANTED CALLS - UNWANTED TOUCHING - DISCONNECTING ME - HANGING UP ON ME - (COMCAST HAS TO GIVE ME BACK ALL MY MONEY COMCAST HAS EVER STOLEN FROM ME - USED OF MINE - PULLED OUT OF IT - USED ON OTHER PEOPLE - USED ON SOMEONE ELSE - USED ON EVERYONE ELSE (BUT ME AND IT WAS ALL MY MONEY) - (RETRO-ACTIVE WITH INTEREST). COMCAST OWES ME FOR BEING ON MY MUSIC'S FREQUENCY'S TONES AND WAVES - TAKING MY HOME FROM ME - (I HAVEN'T BEEN THERE FOR 5 YEARS) - I NEVER SOLD THESE FREQUENCY'S TONES AND WAVES - I NEVER SOLD ANY OF MY HOMES - THEY WERE STOLEN FROM ME - MY LOCKS WERE PICKED - WINDOWS BROKEN - DOORS TORN DOWN - SLAMMED INTO - ALL THIS COMCAST HAS TO GIVE BACK TO ME (RETRO-ACTIVE WITH INTEREST) (ORAL SEX AND DICK SEX WILL NEVER BE ACCEPTABLE ON PAPERWORK OR ON THE AIR WAVES). YOU WILL NO LONGER BE ABLE TO DICK ME AROUND - ALL THE POSITIVE YOU TURNED AROUND TO NEGATIVIE - ALL WILL HAVE TO BE GIVEN BACK TO ME - (NEGATIVE YOU WILL NO LONGER HAVE ACCESS) (AT&T - ATT UVERSE - ATT DIRECT TV - GARBAGE - PG&E (PACIFIC GAS AND ELECTRIC) WATER - COMET TECHNOLOGIES / SAN JOSE WILL HAVE TO GIVE ME ALL MY THINGS MONEY BACK)

I AM A FAMOUS COUNTRY MUSIC SINGER - I WANT ALL MY MONEY BACK - THERE'S NEVER GOING TO BE ANYMORE 1/2 - I WANT 100% OF ALL MY MONEY BACK.

I'M WITH HILLARY CLINTON. DONALD TRUMP IS JUST A MESSENGER - I WORKED FOR PALM INC / SUNNYVALE CA (CELL PHONES - HP BOUGHT PALM INC) I TOLD MY BOSS THEY’RE ALL MESSENGERS - I'M DOING ALL THE WORK. CNN NEWS AND FOX NEWS SMEARED MY NAME (I WANT THEM OFF OF ALL MY SCREENS) CHARACTOR ASSINATIED ME - ALL THIS THAT LANDED ME IN THE REAL WORLD - I DON'T WANT TO BE IN THE REAL WORLD - I NEVER WANTED TO BE IN THE REAL WORLD - I BELONG IN MOVIES TV ONLY - I CAME FROM MOVIES AND TV - MY BODY WASN'T MADE TO BE IN THE REAL WORLD - I'LL DIE IN THE REAL WORLD.

I WORKED FOR HEWLETT-PACKARD FOR MANY YEARS - MERCURY INTERACTIVE / SUNNYVALE - ABBOTT LABS / REDWOOD CITY - MOLECULAR DEVICES / SUNNYVALE - I'VE WORKED COMPUTER COMPANY’S - HARDWARE SOFTWARE AND BIO-TECH - I WORKED FOR ATTORNEYS EARLY IN MY CAREER - I HAVEN'T WORKED FOR A FEW YEARS. I AM PURSuing MY MUSIC CAREER.

I NEED TO MOVE OUT OF CALIFORNIA ASAP - THE HARASSMENT BOTHERING BUGGING FOLLOWING ME TORTURING ME ETC - I NEED TO BE OUT AND OFF THE CALIFORNIA SYSTEM ASAP. THE SEXUAL ASSAULT AND THE RAPE IS IN AND ON THE CALIFORNIA SYSTEM. THEY ALWAYS SAY I'M ON IT.

THE ASIA PACIFIC REGIONS / THAILAND / CHINA / SINGAPORE / NORTH AND SOUTH KOREA / - VIETNAMEES / NORTH AND SOUTH KOREANS / MALYSIA / ASIA / PHILIPPINES / PORTUGUESE - ALL ASIAN DECENTS - THESE PEOPLE HAVE BEEN A REAL BOTHER - THEY BRING IN 'THE HEADS' WHEN THEY SEE ME. I WANT TO BE DISCONNECTED FROM ALL THESE PEOPLE - THEY INTERCEPT MY CALLS - INTERCEPT CUSTOMERS - INTERCEPT EMPLOYEES - THEY HAVE BEEN CONTROLLING THE WORLD - I NEED TO DISCONNECT FROM ALL 'THE HEADS' AND ALL THE ABOVE. I HAVE A PHONE CONNECTION WITH THE HEADS - I WANT TO BE DISCONNECTED. I HAVE A CONNECTED WITH THE WORDS 'THESE PEOPLE' AND 'YOU GUYS' I WANT TO BE DISCONNECT - THE WORDS THESE PEOPLE / YOU GUYS ARE CONNECTION WORDS. THE HEADS TOLD ME I CAN'T HELP YOU. THEIR ON TV / THE INTERNET / PHONES / COMPUTERS / AND THEY COME AS SECURITY MAINTENANCE AT TIMES AS MAIDS IN HOTELS A LOT OF HOTELS EVERYWHERE. THOSE TOO ON THE SEXUAL ASSAULT AND THE RAPE.

I'M ALWAYS READING SEEING AND HEARING AN OLD PATTERN - REALESTATE AGENTS ASKING FOR A FUNDS LTR - THINGS PEOPLE SHOULDN'T BE READING - DEPRESSING - GLOOM - MISERY - DISADVANTAGE - MISERY - DEPRIVED - SLAGISH - POVERTY STICKEN - ALL NEGATIVE WORDS - THE FUNDS LTR DOESN'T HAVE ANYTHING TO DO WITH MONEY - THEIR JUST WORDS AND TRIGGER NUMBERS - WORDS IN A SONG - THEY'RE ALL TRIGGER WORDS AND NUMBERS - THEY POINT THEIR FINGERS AT THE TRIGGER WORDS ON PAPERWORK OR PAPER TO TRIGGER YOU ON A PARTICULAR WORD WORDS OR PHRASES THEY ARE SHOWING YOU - WHEN THEY DO THIS YOUR TRIGGER HAS BEEN SET - THEN YOUR TRIGGERED WORDS ARE EVERYWHERE YOU GO ON THE WORDS THAT WERE POINTED TO - THEY ARE PUTTING WORDS IN YOUR MOUTH - CUSTOMERS DO THIS TO RECEIPTS TOO TO CONTROL THE EMPLOYEE TO PUT WORDS IN THEIR MOUTHS. ITS A
BACK AND FORTH THING - CUSTOMERS TRIGGER EMPLOYEES - EMPLOYEES TRIGGER CUSTOMERS. (THE ASIAN DECENTS ARE ALWAYS ON IT) - THEY HAVE TO GIVE ME ALL MY MONEY BACK. I WANT ALL THE ASIAN DECENTS OFF MY THINGS. I'VE SEEN THEM SWITCH RIGHT BEFORE MY EYES - THEY ARE WHITE THEN THEY SWITCH TO ASIAN DECENT. I WANT TO STOP ALL THE SWITCHING. WHEN I TELL THEM I'M GOING TO CALL THE COPS - THEY LAUGH AT ME. THEY ARE THE COPS.

I'M AT A PLACE - CUPERTINO CA - WHERE REAL COPS ARE WORKING IN GROCERY STORES BANKS CAR Lots RESTAURANTS STORES - EVERYWHERE - EVERY BUSINESS IS THE SAN JOSE POLICE STATION - MAINLY THE SAN JOSE POLICE DEPARTMENT IN SANTA CLARA COUNTY CALIFORNIA. THEY HAVE MY NAME AS ROXANNE MYERS - I HAVE LEGALLY CHANGED MY NAME TO LAWLER.

I NEED HELP - PLEASE DISCONNECT ME. THE CALIFORNIA SECRET SERVICE TOLD ME TO CALL THE FCC.-

I'VE PROVIDED YOU WITH A 2016 PHOTO OF ME - THEY ARE TRYING TO FORCE AND MAKE PEOPLE BELIEVE I AM OF ASIAN DECENT - THIS IS A LIE - NO WAY IN HELL.

DO NOT TRANSLATE
Ticket: # 1469557 - Inconsistent Speed with Internet Services

Date: 2/22/2017 6:35:36 PM
City/State/Zip: Lusby, Maryland 20657
Company Complaining About: Verizon

Description
Since our subscription began with Verizon over a year and a half ago, internet speeds have been absolutely worthless. At any given time aside from very late hours of the night (11pm), internet speeds are laughably horrible a solid 90% of the time. Running an IRC (Teamspeak) clocks anywhere as high as 2000+ ms ping. Attempting to run any game jacks delay quite literally into the TENS of thousands. While DSL is not the most perfect situation, basic services such as email or a Google search aren't worth the hassle due to how long it takes to buffer a Youtube video or return a results page. My dad (Roger) is not exactly the most technological person but has tried contacting them about the service quality/constant connection loss only to be assured that it is a one time problem. (The trending lie from Verizon Service is that "FIOS is on the way in the next 3-6 months" when anyone in their right mind knows its a money-grabbing scam, they have zero reason to extend FIOS out of urban areas.) Between Comcast and Verizon, internet providers have an absurd monopoly on many rural areas, forcing customers to pay nearly $200 for Comcast's service or Verizon's terrible service for a much lower price.
Ticket: # 1469623 - CENTURY link is horrible
Date: 2/22/2017 7:10:27 PM
City/State/Zip: Troy, North Carolina 27371
Company Complaining About: Centurylink

Description
We have been a century link customer for almost a year and our internet speeds are horrendous. We live in a digital age, but the speeds prevent us from using the technology that we have. Our smart televisions buffer constantly or won’t play videos. The Xbox games take forever to load and frequently lag because of poor internet speeds. God help us if we use two devices at once. There are no other internet providers so they have a monopoly in our area.
Ticket: # 1470026 - Re: Repeat continue data issue
Date: 2/23/2017 12:47:20 AM
City/State/Zip: Carson City, Nevada 89701
Company Complaining About: Verizon Wireless

Description
This is a follow-up to your previous request #1463775 "Repeat continue data issue "
Ticket: # 1470027 - Re: Repeat continue data issue
Date: 2/23/2017 12:49:19 AM
City/State/Zip: Carson City, Nevada 89701
Company Complaining About: Verizon Wireless

Description
How is this request closed and you have not even investigated nor made contact with myself about the matter.

This is a follow-up to your previous request #1463775 "Repeat continue data issue"
Ticket: # 1470333 - Internet service
Date: 2/23/2017 10:58:46 AM
City/State/Zip: Stilwell, Oklahoma 74960
Company Complaining About: Windstream Communications

Description
> When it rains the landline phone service is staticy.
> When it rains the internet does not work.
> The internet speeds are poor any other time. They pay for 6-7 mbps and last night he ran a speed test and it was 0.59 mbps.

Please address the service issues. ***CTR375-phone***
Ticket: # 1470355 - Internet Issues
Date: 2/23/2017 11:08:08 AM
City/State/Zip: Dallas, Texas 75219
Company Complaining About: AT&T

Description
The internet signal is constantly fluctuating. I pay for 18mbps and every day it is at .01mbps or 23.0mbps. It is never consistent. The majority of the time I can not use it. It has been going on since about November/December and I have contacted AT&T multiple and countless times and they never seem to fix the problem. Out of all of this since I am not able to use the wifi they have only given me a $6 credit. I am paying for something that I can not use. I have expressed this to them countless times and they seem to not care. I have had problems with my U-verse/tv as well. It seems every month I have a problem with any or all of my services and AT&T does nothing to fix it. I have resorted to this and filing a complaint. I have had 3 AT&T technicians have come out to work on it. I've had online support and on call customer support try to fix it and no one can fix it. It is an ongoing problem that needs to be resolved. Also to begin my whole new set up to when I moved, it took AT&T over 2 weeks to get my services set up. During the holidays we did not have any service and could not be fixed until after the holidays. Just constant problems and I am paying over $500 a month for services that constantly are not working.
Description
Had services set up on 2/10/17 by Comcast. It was not set up correctly by the first tech. He was unprofessional and drilled a hole in newly finished floors, left a mess and didn't clean up. He also refused to put on shoe covers. The floor remains in need of repair which we were promised. Internet was confirmed by speed test it is slow. Second tech came out and advised it was not set up correctly the first time and was going to drill more and put hole in wall. We advised him not to and he left. Called Comcast and promised return calls from managers and given ticket numbers. Both times no one ever called us back. We called a third time and agreed to wait for a supervisor. We waited 3 HOURS on hold for no one to pick up. I was also billed twice from my bank account and waiting to be refunded and was declined to be sent to financial department as they "don't speak to customers". Comcast has proven consistently that they do NOT care about their customers and this treatment is absolutely unacceptable and something needs to addressed. Never once am I offered a thing for being a customer and tolerating such disrespect and negligence.
Description
This all began after we transferred service. The process was cumbersome, and required multiple calls into customer service to correct the error in their processing. I was mischarged, then "corrected" however, was still over charged $40 due to the errors. I just paid that and counted it as a loss. Throughout the time, I'm paying for 200mb speeds, and on average receive 60-70mb, which is enough to keep me from buffering but still frustrating based on what I'm paying for. I was explained that the 200mb plan is the "max" not the normal, which I believe is almost false advertisement, but I stopped complaining about that because I think that's just the nature of the beast with cable node service around peak times. A few months back we had issues with connections and spent quite an exhaustive time on the phone troubleshooting. The person on the phone, who was excellent, helped me connect the provided modem/router and set up to use my own router for wireless and my home LAN. No problems for a few months, then on the Feb 20th bill I noticed an additional $10 charge for modem lease along with $8.67 for partial month charges. I understand now from chatting that it is just what you charge for using the modem. What I am confused about is why I was never provided this info previously, and why I haven't been charged for the 5 months prior. If was informed I would have activated my own modem and alleviated these issues. When I tried to speak to customer service I was just basically blown off. I then spoke with a supervisor who told me if I wanted to go to DirecTV and AT&T uVerse, than to go for it. I have been a loyal TWC customer for many years and am just confused at the lackadaisical approach and no real desire to solve the issue, just say I'm sorry. I'm hoping maybe you can help me with the situation, or provide a better explanation.
Ticket: # 1471637 - Not receiving service I am paying for with Comcast/Xfinity

Date: 2/23/2017 4:49:27 PM
City/State/Zip: Wilton Manors, Florida 33305
Company Complaining About: Comcast

Description
Comcast/Xfinity does not provide me with consistent service I pay for. When I call they always go thru the same script and eventually send someone out (days later), but they can never find an issue be the issue is intermittent and doesn't happen at the exact moment they are here. I was told on 02/17/17 that they would send someone to replace a cable and it's been almost a week and I've not been contacted by anyone to set up an appointment to take care of the work. My husband believes they have a traffic issue on the lines, but we can never speak with anyone higher than a field technician to try to see if they can check traffic management/shaping. I am extremely frustrated since I work from home and this is severely affecting my employment!! Please help!
Description
For the past 2 or so years, I've been diligently paying Comcast for a 75mbps internet service. Upon calling Comcast, the representatives were very rude and unhelpful. I was provided with no restitution for the trouble and subsequently was forced to cancel service.

Furthermore, their last technician damaged one of the coax outputs in my home. The connection in my bedroom no longer works but it did before.
Ticket: # 1472308 - Terrible quality
Date: 2/23/2017 11:56:56 PM
City/State/Zip: Bloomington, Illinois 61704
Company Complaining About: Comcast

Description
Download and upload speeds vary anywhere from so slow that speed tests cannot complete up to advertised speeds with no warning. Customer service provides little to no help.
Description
I have had internet for 10 years from Century Link. I have had problems from day one. I have been
told by numerous technicians that we are to far from the sub station and that I will never have steady
internet. I am wanting to file a complaint and want my money back for all internet payments and
devices that have been purchased over the years. please contact me via email or phone at (b) (6) _______. my name is (b) (6)__________.
Ticket: # 1473328 - Time Warner Internet /Wifi
Date: 2/24/2017 2:19:05 PM
City/State/Zip: Cleveland, Ohio 44111
Company Complaining About: Time Warner

Description
I changed to Time Warner last May attempting to get faster internet services. I have had slower service which I've complained about. I decided to switch to Spretrum for a better/faster internet. When I attempted to do so I was told that there was a $33.00 write off charge that was from 2007 and that they couldn't offer me the service until it was taken care of. My account is paid and uptodate. I don't plan on playing a another $33.00 charge. When I first signed up for Time Warner I was over changed. I had never had Time Warner service prior to 5/2016. I also attempted to find out what the charge was for and why I wasn't notified or billed for it before. They have to investigate it because they have no idea where and why the charge came from.
Description
Hi I'm having an issue with our internet service, it's very slow and it's not improving and Verizon is telling me that due to old wiring they are not able to improve it
Ticket: # 1474492 - Internet  
Date: 2/24/2017 10:01:19 PM  
City/State/Zip: Long Beach, California 90808  
Company Complaining About: Frontier Communications

Description
The internet goes down frequently. Especially when rainy. When running, internet service is slow. Pages constantly buffer and sites load slowly or not at all. I constantly have reload the page/site.
Ticket: # 1474600 - Slow Upload Speed

Date: 2/25/2017 12:42:41 AM
City/State/Zip: Davenport, Iowa 52806
Company Complaining About: Mediacom

Description
I am unable to upload video due to my upload speed being less than 1mbps when I am paying for 5mbps.
Ticket: # 1475307 - Morris Broadband
Date: 2/25/2017 10:47:49 PM
City/State/Zip: Marion, North Carolina 28752
Company Complaining About: Morris Broadband

Description
Morris Broadband consistently delivers sub-par service. I pay $100 for 50mbps when in reality I typically only get 15 or 20. I am also experiencing major latency issues. They claim that this is because I live in a high utilization area and that the lines are congested. I have determined that this is a bogus scapegoat. My friend has Morris Broadband about 80 miles away from me and we experience lag spikes and internet outages at the exact same time. So, it is an issue with their main location where all the connections go through. These latency issues make even the simplest of activities of video streaming a chore to experience. The constant buffering and lag during games make the entire experience unbearable.
Ticket: # 1475344 - Internet speed and intermittent disruptions

Date: 2/26/2017 12:43:49 AM
City/State/Zip: St. Cloud, Florida 34771
Company Complaining About: Bright House

Description
I pay for the highest level internet service-300. Service provided not consistent with what I'm paying for. Have complained and had technician review speed and he confirmed my speed is consistently lower that the package I purchased. The issues are especially evident in the evenings.
Ticket: # 1475757 - Failure to deliver service as advertised
Date: 2/26/2017 7:00:33 PM
City/State/Zip: Goodyear, Arizona 85338
Company Complaining About: Cox

Description
Sir/ma'am,

I have documented issues with Cox cable for the past year of service. I am paying for 300MB service but have documented cases which my speed drops down to 20MB for a sustained period of time and sometimes less. I've been through 3 modems with Cox, they sent technicians to the house - the issues seem to be fixed for a month then it returns to the slow speed. I've documented it through twitter, attaching screen grabs from speedtest.net, I've had to reset my modem at least every other day to get the speed and/or call their automated service desk to reset it from their system. Very frustrating, we are paying for service which we are not receiving.
Ticket: # 1475852 - Frontier high-speed Internet  
Date: 2/26/2017 9:18:02 PM  
City/State/Zip: Greenspring, West Virginia 26722  
Company Complaining About: Frontier Communications

Description
I have contacted Frontier several times regarding the Internet, I cannot even use my laptop bc it takes on average 9 mins to load one page. My mother (lives directly next to me) and I have been told for over a year there will be an update done, but nothing happens. I have been told by Frontier that our box has not been updated in a long time, my aunt, who lives 4 miles up the Rd from me, who connects to a different box has gotten 3 updates in the past year. They can pull about 14gb or if their box, the most we can pull is 2gb. Frontier wad to come to my house twice now in the past month and I have taken off work to be here, they did not call and did not show either time. I understand it takes time to update all boxes, but to update one several times and not touch the other is not right. My husband desperately needs it for work as do I and my kids need it for school work. Frontier is the only provider in my area or I would gladly switch. It is an on going complaint in our town as to how bad their customer service and Internet service is. I at least deserve a call if they are not showing up, and I pay the same amount for my 2gb of data as my aunt does for her 14gb. I don't feel that is right. I'm pretty much paying for Internet I an only able to use on rare days when it works good enough. Those days are maybe once a week. I can give you several customer names and contact numbers that can back up this complaint.
Ticket: # 1475911 - Upload Throttled
Date: 2/26/2017 10:58:21 PM
City/State/Zip: Phoenix, Arizona 85041
Company Complaining About: Cox

Description
My upload speed is constantly getting throttled by Cox Communication. I've been paying for 25-30 upload and yet I'm barely getting 10. I've address this issue for the past 2-3 months and they have yet to resolve it.
Ticket: # 1476322 - Slow internet/No Service
Date: 2/27/2017 11:37:27 AM
City/State/Zip: Hartman, Arkansas 72840
Company Complaining About: CenturyLink

Description
(b) (6)
Ticket: # 1476574 - getting cable down our way.

Date: 2/27/2017 12:54:33 PM

City/State/Zip: Partlow, Virginia 22534

Company Complaining About: Dish Network

Description
It is a shame that the only thing we can get is satellite service for internet and television. The speed is bad. I know there are plenty of folks that live on this road w o.o ups rather have cable instead of satellite.
Ticket: # 1477977 - Frontier Communication Internet service
Date: 2/27/2017 8:44:45 PM
City/State/Zip: Prophetstown, Illinois 61277
Company Complaining About: Frontier Communications

Description
We have been a customer of Frontier Internet service and they do not provide fast and reliable service. Our service works very slow when it does work and if you call to express your concerns and issues you can be on hold for a minimum of 15 minutes So I don't even call any more Just we just put up with it. living in a rural area we don't have much choice for providers
Ticket: # 1478292 - Terrible inconsistent speeds

Date: 2/28/2017 7:45:09 AM
City/State/Zip: Nampa, Idaho 83687
Company Complaining About: Cable One

Description
The speeds in my area are atrocious. Literally every other day I need to call cable one and the automated voice recording says "emergency maintenance." 5 times a week? I've had upload issues where it's basically zero. 5+ techs have come over and told me its my problem and then tell me there's problems with their servers whenever I call. Supposedly their "mainline" is having overload problems but no one is fixing it or if they are not doing a good job apparently. I'm writing this because even the customer service techs can't get in contact with the manager of my local Nampa office. They try writing emails and a ton of other ways but never have they called me to tell me what the issue is with my service. Hopefully the fcc can force fix the Internet in Nampa
Ticket: # 1478857 - Poor Service
Date: 2/28/2017 12:50:07 PM
City/State/Zip: Bayside, New York 11361
Company Complaining About: Charter

Description
> The phone goes out a lot.
> The internet does not connect to the server he gets an error message about not enough GB.
> He calls and they say they are going to fix but he is paying for nothing.

Desired resolution: Please fix the service issues. ***CTR375-phone***
Ticket: # 1481615 - Elko, NV Internet
Date: 3/1/2017 3:05:03 PM
City/State/Zip: Elko, Nevada 89801
Company Complaining About: Frontier Communications

Description
The internet service and availability in Elko and surrounding areas are atrocious and in serious need of an update. Service drops constantly, and sometimes days go by without any service. My husband and I are lucky enough to be able to rely on our cell service sometimes to be able to connect for school and work purposes, but having to fork out money every month for sub-par service is not ok with us nor anyone else in Elko. Something needs to be fixed.
Description
I am stuck in a two year contract. And our internet keeps dropping, ON and Off. Our speed is so slow we can't use our Amazon Prime to stream movies.
Description
Once again I am having problems with my internet being super slow. Comcast how they stay in business beats me. Last time I had some many service calls that were either canceled or found ok starting with the same crap again.
Ticket: # 1482822 - Internet service and provider sub par
Date: 3/2/2017 5:52:18 AM
City/State/Zip: Show Low, Arizona 85901
Company Complaining About: Frontier Communications

Description
I have had Frontier Internet and phone service now two different times in two different locations and their service and speed keep declining the longer I have them. When I call my bill ends up increasing without my service improving. When I have had them come out they leave the job half done and nobody seems to have record of the service call when I try and get the job finished. My Internet stops working frequently and when I got new phone service they wanted to charge me to make it work when they never came to begin with. I pay a fee each month for service repair but have to pay again if I need their service repaired.
Ticket: # 1483163 - speed of internet from verizion
Date: 3/2/2017 11:36:33 AM
City/State/Zip: Monroe, Virginia 24574
Company Complaining About: Verizon Wireless

Description
Speed from verizon was very good when I first got the wireless jetpack. About a year now the speed has drop off to a very slow speed. Call many times and got new jetpacks and sim cards. While talking to verizon I did a speed test and it came out to be 0.20 download the second was 0.37 download. They now tell Me the service is downgraded from good to marginal service.
Ticket: # 1483752 - Frontier communications
Date: 3/2/2017 2:24:15 PM
City/State/Zip: Taylor, Arizona 85939
Company Complaining About: Frontier Communications

Description
The internet is so slow, I have been told time and time again the there is a "bottle neck" in our area but I can't even stream live video on social media most of the time nor Netflix without it buffering multiple long periods of time. Goes out often with days to repair, cost is way to high to be this slow and being down so much!
Ticket: # 1483796 - centurylink internet Yacolt Wa
Date: 3/2/2017 2:43:33 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: Centurylink

Description
Painfully slow internet, most times will not buffer a movie, internet goes out regularly, Don't think I am getting what I pay for.
Ticket: # 1483835 - Internet-Phone & Tv
Date: 3/2/2017 2:53:43 PM
City/State/Zip: Baltimore, Maryland 21224
Company Complaining About: Comcast

Description
It has been almost a month that my business has had problem with comcast connection. Internet and phone line work off & on. Every time I call comcast they say that they are trying to resolve the issue, but after a month still having the same problem everyday. I even upgrade my internet speed because they said so at first, but the problem got worst.
Ticket: # 1483850 - Spectrum no internet and slow speeds

Date: 3/2/2017 2:58:08 PM
City/State/Zip: Vidor, Texas 77662
Company Complaining About: Time Warner

Description
I had 30 Mbps until Monday February 27 when I went to 60 Mbps and spectrum plan instead it time warner. I have spent many hours on the phone and service calls to my home since November and still no resolution. My internet goes out every day or two and they send techs out maintenance and supervisors and no one knows what they are doing. I had my wire replaced in December, 4 new modems since then and they have been at my house the last two days. They got it working yesterday about 4 pm and now I do not have service again today.
**Ticket: # 1483995 - Mediacom Internet**

**Date:** 3/2/2017 3:40:46 PM  
**City/State/Zip:** Fayetteville, Tennessee 37334  
**Company Complaining About:** Mediacom

---

**Description**

Recently I discontinued phone and TV service through Mediacom and kept only the internet service as they are about the only game in town. The internet while going out from time to time normally worked pretty well and the speeds were great. They increased the rate again in Jan and called offering use a "new faster speed internet service " for a higher fee. I declined since mine was fine for my needs. I work from home and it really was all I needed I had no complaints. When I called to disconnect the TV/Phone combo I was again offered this "higher" service that I again declined. The services were disconnected 2/6/17 and on 2/08/17 my troubles started. The service never goes out completely but they have slowed my speed so much that I have lost many hours of work time. I have called and called and called, they have assured me they don't slow the speeds down that its "coincidental timing" however they do see an "unstable signal" I have had 2 technicians out since this time and of course its working GREAT when they come then starts again a few days later. I have purchased a new higher grade modem and wireless router at the last technicians suggestion and today I cant even work again. I have been on hold forever to get a technician on the phone again as their customer service is horrific. They are trying to force me to take the new higher priced service though they of course deny this. Please help me get some satisfaction with this company as we have no choices here in this part of TN and my income depends on Mediacom providing me what I am paying for and what they promise me.
Ticket: # 1484624 - Hughes Net
Date: 3/2/2017 7:03:36 PM
City/State/Zip: Texarkana, Texas 75503
Company Complaining About: Hughes Net

Description
I became a customer of HughesNet in late 2016. I have been a customer for less than 3 months. When I signed up I was told by customer service agent that the lowest price option would be sufficient to stream movies almost every day during the month without going over data limit. I soon found out that wasn't true so I decided to go to the next option the second highest plan. That didn't work either and I made another upgrade to the highest plan just last week. While streaming movies on Netflix and Amazon the movies would not load or if they did load it would go out again and take several minutes to reload and continue this throughout the movies. Today I decided to cancel Hughesnet and spoke to 2 customer service agents that hung up on me because I would not listen to there sales pitch. I called a third time and finally got the next agent to cancel my Hughesnet but advised I would need to pay a $370.00 cancellation fee. I read some information off and I agreed to it because I do not think they would let me cancel or keep hanging up on me. At the beginning of conversation I told him I would pay no cancellation fee for bad service. It is set to be cancelled on 3/23/17.
I intend to change service on 3-6-2017. I do not think it is lawful to pay huge cancellation fees for unsatisfactory service. On 3-1-2017 I also ran a speed check with Hughesnet website and it showed 3.81 download speed and 0.46 upload speed which wasn't in the GREEN area around 8:48 pm.
Ticket: # 1484649 - Slow Internet, and crashes
Date: 3/2/2017 7:19:31 PM
City/State/Zip: Snowflake, Arizona 85937
Company Complaining About: Frontier Communications

Description
Have been affront to your customer for well over a year. I have to restart my modem daily I have to turn the Wi-Fi off of my phone to be able to watch Netflix on my TV. I'm always buffering and have the slowest internet connection. If not fixed I will switch to a different internet provider
Ticket: # 1484871 - frontier internet outages
Date: 3/2/2017 10:05:11 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
Frontier internet is not fixing the outage issues me and my community are experiencing. This has been going on for over a month of little to no internet access.
Ticket: # 1484905 - Frontier Internet Outages not Addressed

Date: 3/2/2017 10:44:34 PM
City/State/Zip: Summersville, West Virginia 26651
Company Complaining About: Frontier Communications

Description

At 5:58 pm 03/02/2017 Currently speaking with Frontier. (On February 27 2017, I spoke with Kyle in Customer Retention due to continued problems with Internet outages. He stated if I would agree to Frontier Secure my speed would be bumped to 12 mbps and my bill would be $55.98 per month plus tax. And my Internet would be up and running properly at 12 mbps come Monday morning) Customer service is informing me at this time that is not true. My bill will actually be $22+ higher. Being untruthful in order to raise customer's bill. This is defrauding the customer. Kyle even charged me $9.99 for a Modem! My internet has been down since February 22, 2017. Now my Internet is not to be repaired until March 13 2017 because they cancelled my repair ticket for tomorrow March 3, 2017. It is now 7:44 pm and I just finished the call with Frontier with matter unresolved.
Ticket: # 1485131 - Re: slow intermittent Internet

Date: 3/3/2017 10:03:39 AM

City/State/Zip: Goldendale, Washington 98620

Company Complaining About: CenturyLink

Description
This is a follow-up to your previous request #1277916 "slow intermittent Internet"
Ticket: # 1485362 - Phone scam
Date: 3/3/2017 11:45:23 AM
City/State/Zip: Apple Valley, California 92307
Company Complaining About: Frontier Communications

Description
Attempt to fix a virus on my computer by Microsoft. Person from number seen on attachment called me by name and e-mail address asking for access to my computer because they found a breach by an alleged hacker I hung up on them they called again at 4am with the same questions. I could hardly understand him due to his heavy Arabic accent.
Ticket: # 1486827 - Intermit signal
Date: 3/3/2017 8:00:35 PM
City/State/Zip: Jacksonville, Florida 32244
Company Complaining About: Comcast

Description
I've had issues with Comcast since my install date 10/30/2016. I was told someone were returning after my install and no one did so. My entire install was in disordered (cords were everywhere/unsafe). However sometime in February I had a billing issue and I made a verbal payment arrangement for 2/21. On that date I was told after making my payment that I was set for complete disconnect. T.V and Internet was disconnected but later activated, however I was out of phone service for two days because no one could tell me why until a technician was scheduled on 2/24. The tech rep who scheduled my appt at that time was very understanding and I also explained other issues and so he wrot up the ticket to make sure the Technician can look over my installation. The Tech did show up on 2/24 but he advised me that he could not complete the task and had to reschedule for the following week, on March 3, 2017 at 10:00 am. On 3/2, I received a phone call from Comcast to confirm my appointment and I accepted. On March 3, 2017 (the next day) no tech arrived and when I called to verify my appointment it was then said it eas on 3/6 (it was rescheduled). I made it clear that I work from home and have been written up twice for my internet not being stable in which can switch from Ethernet to Wi-fi and can cause security issues with my Employer. On March 3, 2017 Ive went through the chain of command due to I explained that my serviced was needed to be done and completed today because I work on Saturday (from home) and Monday. I made contact with coperate at 215-286-1700 and was given a ticket number ESL02881461 and was escalated to a nearest Corporate Rep. in my area will reach out to me. Ive been trying to make contack with her from 1-5 pm EST, no response until it was 45 min until her shift ended. She told me theres no guarantees that anyone could come out and that she working on who cancel the appointment... The bottom line is that I want my money back for the entire time Ive had service so I can go with another provider. No matter how much credit they will provide will nkt be enough because my time was involve and my job is/ was on the line.
Description
Since Frontier has taken over the fiber to home service in my neighborhood, speeds are all over the place. I am paying $80.00 a month for 50/50 and often find it slowing to as low as 8/10 (speeds listed as down/up. I was without service entirely for almost a week, and did get a small credit for that, but I am still being charged for speeds I don't get.
Ticket: # 1486939 - Frontier internet slow and unreliable

Date: 3/3/2017 9:34:11 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description
I pay for 50/50. Never had any issues when Verizon owned the lines, since frontier took over. Nothing but problems and 15/15 at best. I have contacted them multiple times and enough is enough
Ticket: # 1487041 - Outage for 2 weeks

Date: 3/4/2017 12:45:27 AM
City/State/Zip: Houston, Texas 77034
Company Complaining About: AT&T

Description
Internet is out for 2 weeks reported no to fix line problems. My bill paid on time no service. No one in that company seems to care (Att). This company needs to be keep a close watch on because they are not meeting standards in businesses or residential its sub par service.
Ticket: # 1487295 - Plz help
Date: 3/4/2017 1:57:46 PM
City/State/Zip: Show Low, Arizona 85901
Company Complaining About: Frontier Communications

Description
Hello we have frontier Internet service and we signed a contract for 2 years but the Internet speed is very inconsistant at best and most of the time it's so slow we can't even watch Netflix without see the loading screen every 10 to 15 seconds I had to just start using my hotpot on my phone to watch movies...and online gaming Is completely impossible... I don't think we can do this for 2 more years we have tried to resolve this issue with frontier but we just end up frustrated with no improvement... please help us
Ticket: # 1487410 - Sporadic internet service
Date: 3/4/2017 3:22:36 PM
City/State/Zip: Yacolt, Washington 98675
Company Complaining About: CenturyLink

Description
I Live near Yacolt WA as a CenturyLink DSL customer. We run an internet based business from our home. Outages that last for hours are not uncommon. Outages lasting from one day to the next happen less often. Most often these ice seems to throttle back in the evening at 9PM. CenturyLink also charged me a monthly fee for a router that was made obsolete by their own system upgrades. The router charge went on for many months unnoticed by me. When confronted about the charge the only gave me a 3 month credit. I estimate the router charge went on for wee over 1 year. I would like financial compensation for the service paid for and not received. I would also like a reliable alternative to the monopoly which allows CenturyLink to ignore the needs of its customers with no repercussions.
Ticket: # 1487691 - Internet very poor service. Haven't returned calls from last complaint.

Date: 3/4/2017 8:55:07 PM
City/State/Zip: Los Angeles, California 90066
Company Complaining About: Frontier Communications

Description
Once again my internet has been very slow to the point it is almost unusable. I had complained last month but the rep never responded to my calls and closed the complaint. I'm am very unhappy and would like to either have my bill permanently reduced for the bad service I have dealt with the past year and a half or to be compensated for the down time I have nightly.
Ticket: # 1487779 - Centurylink potentially throttling my connection again
Date: 3/4/2017 11:24:32 PM
City/State/Zip: Tyner, Indiana 46572
Company Complaining About: Centurylink

Description
With my last complaint to Centurylink, my connection was working much better during prime time (4pm-12am EST) after they sent a message telling me they were not throttling it. For the past week, my connection has shown clear signs of the same type of issues that I was experiencing before the complaint. My connection, only to certain services that were previously not having issues, are using up much less bandwidth than what the connection is capable of, which is a clear sign of throttling. They services themselves are fine when used with a different ISP, so the services in question are not responsible. It is a problem on Centurylink's end.

When having this issue in the past, contacting their customer support did not fix it, but filing a complaint seemed to make the issue go away the very next day, which leads me to strongly believe they are throttling and lying about it.
Ticket: # 1488401 - Unable to Access the internet Provider Spectrum-Charter
Date: 3/6/2017 9:32:11 AM
City/State/Zip: Nyc, New York 10014
Company Complaining About: Time Warner

Description
For one month I have not been able to access the internet because Spectrum reduced the speed of my service so I cannot use the service on my Apple Computer. I contacted the company and they sent a technician who verified that the speed was too low to use the service. Instead Spectrum demanded that I pay for a more expensive package which I cannot afford to do. The 3rd level technical support staff and the technician who came to my home are trying to extort more money from providers to pay for more expensive broadband packages. In no uncertain terms I informed them that I do not want to pay more money for internet services, I just want access to read and send e-mail. I am seeing credit for 1 month in which I have not been able to access my e-mail. I have read the NYS Attorney General's Summons and Complaint to Time Warner-Spectrum and parent company Charter. Since then, nothing has changed except instead of fraud the company is now trying to extort and threaten consumers purposefully reducing their existing speed that they had before the merger and are now into extorting money, holding their e-mail hostage so we cannot open and send e-mail. My internet provider is EarthLink and they appear to be targeting EarthLink customers for the extortion. I am requesting a refund for 1 month and my services restored.
Ticket: # 1488562 - trying to disconnect services

Date: 3/6/2017 11:29:55 AM
City/State/Zip: Sunrise, Florida 33351
Company Complaining About: Comcast

Description
I have had so many issues with Comcast, I call then to fix the issues, they have sent workmen out, but issues still not fixed, and they are still billing me for issues, that's not fixed, now on top of the issues, they are also billing me 50.00 each time a service man comes out, now I have had at least 3 service men come out, they have changed out the boxes, still the same issues they finally, sent out a manager, who spent some time and was able to finally see the issues I was speaking about, then he stated he would be back the following week, now he sent someone else the following week, who saw no issues, I got frustrated, and decided to leave it alone, then I say AT&T having a special for 50.00 for internet and cable, I called them and they were able to come the following week and install services for me, the tech said that I didn't have any signal coming in, he was at my home over 7 hours trying to bring the signal up, and working in my home, finally was able to be done, now I disco service with Comcast Feb 18, I have been trying to call Comcast to disconnect my service and turn in my box, its being one big run around, I verify the acct, they said because I don't have the acct # it isn't fully verified, said I have to cb to verify, cb, with acct # they transfer me from one agent to another, or just keep transferring me until I get disco, at this point, I am just fed up, I cannot stay on the phone all day, dealing with Comcast issues, I need to work, please whatever you can do, I would really appreciate.
Hello, I am a frontier DSL customer. I recently found out about some upgrades that where being implemented up the road from me. After some more investigating and phone calls I determined that there are some new DSL nodes being installed along US state RT 30 in Stark county just west of Minerva next to Wingate St. This will bring me much closer to the source for my DSL connection and improve my speed dramatically. (I currently have 2.7 down and .5 up.) When calling to inquire and eventually getting with someone who could answer my questions. As it turns out they are not bringing the service across the train tracks to my home. I can see a home from my front porch that will be eligible. But myself and the dozens of other customers down this road are out of luck. Being as these upgrades are being paid for as part of the CAF Connect America Fund and my current connection does not meet the FCC criteria for “broadband” this seem unacceptable.
Ticket: # 1489543 - Internet service

Date: 3/6/2017 4:19:37 PM

City/State/Zip: Santa Monica, California 90402

Company Complaining About: Frontier Communications

Description

He has Frontier for internet and phone service. Each day he experiences loss of internet service. He experiences lags and today it stopped completely. Frontier told him they would transfer to billing so he could cancel his service. He feels he is not getting the service he is paying for. Frontier is refusing to provide adequate and reliable service. Frontier has known about this problem for months but does not do anything. A technician came out and said the lines were fine but the problem was due to switching and not a local problem. He feels he is just getting a run around and lip service. A woman at Frontier told her that the reason the internet does not work well was due to a past due amount on his bill.
Ticket: # 1489658 - Hughes Net Internet Provider
Date: 3/6/2017 4:51:22 PM
City/State/Zip: Henderson, Texas 75652
Company Complaining About: Hughes Net

Description
Horrible Internet Service in both speed and data access
Lied to me concerning they were the only internet provider in my area. I was told by there sales person that they were the only internet provider in my area. Once I was locked in to my contract I found out there was another company that had been there for 15 years offering faster and cheaper service. The customer service manager told me I should have researched better. I explained that normally if a company asks for your address and puts you on hold for 20 minutes to research then comes back and says we are the only provider that you could normally trust them. So not only did they lie about being the only provider but then put it back on me for trusting them.
Description
I have Suddenlink Inc. as my internet provider. I am only getting download speed of less than 1MB. I live in Electra, Tx and paying $52.39 per month for internet service. Every city around us are getting 15MB download speed or higher with 1.5MB upload speed. The service is so poor that some of my internet apps will not work. I can just barely watch Netflix. I have ping their system and it can support well over 15MB but they refuse to increase the speed. They do not have problem charging us for 15MB. It's disappointing and nerve racking trying to use what I pay for. I would like the FCC to look into this company's action and disregard for better service. I had one of their service personal tell me that he has asked for the last several years to give Electra, Tx the speed it should have. He reply was "they do not care about the speed only the money and that's that." Please help me or inform me of what I need to do to make it right for the citizens of Electra, Tx so they can get the proper speed for the money and put us into the 21st century.
Ticket: # 1490481 - Dsl service that barely works
Date: 3/7/2017 6:17:09 AM
City/State/Zip: Lancaster, California 93534
Company Complaining About: Frontier Communications

**Description**
When ordering my phone service I was told it would be cheaper to order phone and internet both together. So I had to purchase a dsl modem to get this better pricing, But the whole problem is that I'm over 1400 feet from the main station so most of the time I'm only getting half off my download speed and upload too. So I have had the service techs out here three different times. The last service tech told me if that I keep on calling for the same problem that I was probably start getting charge for the service calls. I feel the Frontier Communications Corp sold me a modem and internet services that they couldn't provide.
Ticket: # 1490515 - CenturyLink DSL Service Unacceptable Quality
Date: 3/7/2017 9:00:49 AM
City/State/Zip: Oak Grove, Montana 64075
Company Complaining About: CenturyLink

Description
Postal Mail Ticket Ready For Data Entry
Ticket: # 1490862 - Poor internet service
Date: 3/7/2017 11:58:28 AM
City/State/Zip: Cortland, New York 13045
Company Complaining About: Verizon

Description
I have been paying for VerizonDSL internet service. I have contacted Verizon on numerous occasions over the past 6 years to address, slow, intermittent, and stopping internet. They have failed to address any connectivity issues. I require internet for my job. It has provided a hardship to do my job properly.
Ticket: # 1492640 - Comcast Terrible Customer Service  
Date: 3/7/2017 8:51:08 PM  
City/State/Zip: Jacksonville, Florida 32246  
Company Complaining About: Comcast  

Description  
Inconsistent service with all services with Comcast. Was told it was a neighborhood wide issue. Technician come to my home and said we had a corroded line and it needed to be replaced. He scheduled an appointment for a different team to conduct that service. They no showed with no call the first appointment. The second appointment I scheduled they sent the wrong technician out who had no clue why he was there. He looked at my line and said nothing was wrong and he said he needed to check the outside box and he never came back and never said he was leaving! Terrible service and they still haven't fixed the issue. I complained to Comcast customer service and they did nothing. With as much as we pay for service this should never happen. Our entire neighborhood has been experiencing issues and have gotten the runaround. PLEASE HELP!
Ticket: # 1492745 - Speed inconsistent and not as advertised.

Date: 3/7/2017 10:04:21 PM
City/State/Zip: Astoria, New York 11106
Company Complaining About: Spectrum

Description
My internet speed the last day and a half has been well under the speed that was advertised and I am paying for. It appears as though my streaming services are being throttled by my provider. The download speed I recorded was less than 1 mb/s one 60th of what I pay for. This is unacceptable in the largest Metro Region in the United States.
Ticket: # 1492814 - Frontier
Date: 3/7/2017 11:21:20 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
We have been having issues with frontier ever since we called to have them hook up our internet service. We are constantly having to reset the modem in order to get the internet to work. Our internet is very slow and we can barely watch shows because it is always freezing.
Ticket: # 1492858 - Frequent Disconnects in Service
Date: 3/8/2017 12:26:38 AM
City/State/Zip: Westminster, Colorado 80021
Company Complaining About: Comcast

Description
My service has frequently disconnected in the evening. My router never fails/reboots confirmed via uptime on the device. We have replaced the modem, router and the connection to the only coax in our apartment. During a service call the technician on the phone constantly tried to tell us the issue was with our speed when 1. Nothing has changed in our usage in the past 6 months and 2. We never even come close to using the full download or upload of our plan at any time. We have verified that all of the signal levels on the modem are within the ranges listed on your forums. Our modem reports No Ranging Response received - T3 time-out at the exact time of the outages (including after replacing our equipment).

We were told we would be charged a $70 fee for a technician visit even though your own forums indicate this is normally an upstream issue. We are requesting credits for the numerous drops in the past 2 weeks. This level of service in regards to uptime and the way we were constantly trying to be sold an upgrade when the issue is upstream is unacceptable.
Ticket: # 1493102 - Windstream DSL constant latency and drops copper lines
Date: 3/8/2017 10:33:28 AM
City/State/Zip: Newark, Ohio 43055
Company Complaining About: Windstream Communications

Description
Copper feed creates constant Internet latency and dropped connectivity. I have been in contact numerous times and they have involved an engineer and now they say there is nothing more to do. This is a business line and we are unable to conduct day to day operations with this. 20+ yr customer and this is the worst ever! We were told by Windstream there is not enough return on the investment to replace the equipment. We are in Newark Ohio
Description
I currently have Century-Tel service. For internet, we have CenturyLink DSL which provides a speed service that can range from 0.83 mbps to 1.62. I live two miles from a town with an equipment house in a rural area. For the past two years Century has told us we are getting a new fiber optic service. It's always another delay, and another delay, but the problem is poor service, poor downloads which fail. We however, are paying for a service that lends little service. We are paying for something that we are not getting. As I understand it, rural communities have had trigger dates which require them to provide services to rural area's, or they face fines and penalties. I'm not looking for the company to get fines or penalties, I'm looking for a service that can provide the services for what we pay. Being a rural community, we end up being the butt of the company for services having outdated old copper lines. How do we get some remedies and results? Thanks
Ticket: # 1494025 - Misuse of Connect America Fund (CAF) and false speeds
Date: 3/8/2017 3:09:14 PM
City/State/Zip: Hillsborough, North Carolina 27278
Company Complaining About: Centurylink

Description
CenturyLink(CL) stated to our community that we should be getting (according to the FCC report) 10/1 Mbps fixed broadband. Our neighborhood gets < 3.5/.5 and that is if it isn't raining or sunny or cold or warm. CL managers told us that we would be getting new equipment as part of an upgrade to our service area. They told us 10/1 Mbps fixed broadband was what we were going to be getting because of the CAF.
This turned out to be a lie. They upgraded the available users on the device without expanding speeds. CAF money was used to expand CL's customer base to service new subdivisions that are getting 50/1 abs services.
Our area has been threatened and humiliated by CL employees.
"We didn't tell you where to live - love if you don't like our service."
"We could just rip the service out, isn't what you got better than nothing?"
Told to a network engineer with 20+ years of experience, "Ell when you learn how the internet works we can talk about your service."
We have provided them documents, scans, traces and being available for testing.
WE have been told that they have us on a list for upgrade - but that upgrade in service might be in 15 years.

A more remote area (b) (6) [b] (6) in NC got an upgrade. They have faster service than we do. They are 6+ miles further away than our neighborhood is.

I wonder who lives on that road?

I would welcome the opportunity to speak to an FCC investigator any time they wish to contact me.
Ticket: # 1494669 - Being Throttled
Date: 3/8/2017 6:07:12 PM
City/State/Zip: Tucson, Arizona 85748
Company Complaining About: Cox

Description
I stream on Twitch.tv frequently. I've had a couple of issues in the past few months. I pay for 150 down / 10 up. Speedtest.net and Cox's speed test always seem to show good speeds when my issues are happening, so I think there's information being hidden from me, because something is clearly wrong.

1) My router randomly restarts when I am streaming or playing online games. The event log is otherwise clean when I check it. I switched routers and wires with my brother living on the same street (he has the same router), and it still happened. It happens less frequently now, but it has happened within the last week.

2) Lately, I've been having issues having a stable upload connection. It's as if my upload speed is being capped soon after I start live streaming. It's fine for at least 30 minutes, then very unstable. (see attached Capture.png, Twitch Inspector test from March 8, 2017. Friends have sent me their tests. They're straight lines, not unstable waves).

Techs have been out to my house twice. Once mid-January. Once March 4, and one is coming March 9. I'm beginning to think nothing they are doing is fixing my problems permanently, and that something bigger is happening.

I'm mostly just looking to have stable upload speeds, even just half of what I pay for, so I can live stream on Twitch without issues. I'd be okay with my download being throttled. But it's my upload, which affects a huge hobby of mine (and potential source of new income) in the future.
Description
We have been begging, hoping, calling, and doing everything we can think of to get improvements in our internet service for our community. Thus far, it has fallen on deaf ears.
Ticket: # 1494802 - CenturyLink Slow Internet Issues

Date: 3/8/2017 6:52:13 PM  
City/State/Zip: Owyhee, Nevada 89832  
Company Complaining About: Centurylink

Description
I have spent several hours (more than 12) contacting CenturyLink about this issue to no avail. Since activating service in August at $40 per month (vs. the $24.95 that I was quoted) for 10 Mbps, the internet slows down significantly, sometimes as low as 1 Mbps, after about 4:00 PM each day. From what I understand, the entire community is having similar problems. CenturyLink claims that this is caused by an issue with my modem (which I purchased directly from them in August), however I cannot believe this to be true if all of my neighbors have the same issue, unless we ALL have bad modems, which is unlikely. I am convinced that this is an infrastructural issue. Whenever I try to convey this to CenturyLink, they divert the conversation back to my modem, not addressing anything related to their infrastructure.

Either I should not have to pay $40 per month for unreliable internet, or the infrastructure badly needs to be updated. I would like to request a partial refund for the 6 months that I have paid full price for inadequate service thus far. If this continues, I will be forced to relocate as I am dependent on reliable evening service for work.
Ticket: # 1494944 - Centurylink ISP giving issues
Date: 3/8/2017 7:58:56 PM
City/State/Zip: Vernon, New Jersey 07462
Company Complaining About: Centurylink

Description
Internet connection on an 80M down 10M up line DSL connection has been dropping every night at around 7:30 when I'm home from work and active down to between 5-20M down. Same times, repeatedly. Called for service repeatedly. Was told by two field techs nothing could be done due to an issue in a pipeline down in Virginia that would be fixed on 2/28. It is now 3/8 and it is still not fixed. Repeated contacts with technical support on chat, phone, and twitter have yielded nothing. I am still being charged full price. I believe this to actually be throttling due to the fact that the times are when I am active. If I run a speed test in the morning the issues are fine.
Ticket: # 1495066 - our internet service

Date: 3/8/2017 9:24:30 PM

City/State/Zip: Port Byron, New York 13140

Company Complaining About: Tds Communications

Description
very poor internet service, we have called our tds communications, and get no where all I would like is to beable to use my internet and cant and get what we pay for..
**Ticket: # 1495143 - internet issues with Cablesouth Media 3**

**Date:** 3/8/2017 10:42:30 PM  
**City/State/Zip:** Hessmer, Louisiana 71341  
**Company Complaining About:** Cable South Media 3

**Description**

We are having ongoing internet outages/speed issues for over 2 months. I work from home, and due to these issues, I am having to miss an extraordinary amount of work. I have already missed 4 days of work this week alone! I am on the verge of losing my job for something that is completely out of my control. I have made almost daily calls to them and have had multiple tech visits scheduled. However, most of them have been no call no show. It has been so bad that even the Managers have requested that I go into the local store to ask them why they don't do their jobs. This seriously boggles my mind that an employee of a company would tell a paying customer they should drive to the store to ask an employee of the company that we PAY for a service (that we aren't receiving) and ask another employee why they don't do their job. This is just a never ending cycle and we are just at out wits end.
Ticket: # 1495213 - Poor/very slow internet

Date: 3/8/2017 11:47:15 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
Upgraded to the fastest speed. It's worse now than it was before the upgrade. Frequently kicks me off, very slow.
Ticket: # 1495309 - Slow internet paying for high speed.
Date: 3/9/2017 5:05:40 AM
City/State/Zip: Port Byron, New York 13140
Company Complaining About: Tds

Description
My internet is so slow. Takes forever to load a page. Have called many times. Something needs to be done. Have to reload pages all the time cause it takes so long.
Ticket: # 1495588 - Internet connection issues and slow
Date: 3/9/2017 11:17:45 AM
City/State/Zip: Caldwell, Ohio 43724
Company Complaining About: Frontier Communications

Description
Our internet is not running to the speed we pay for. It keeps dropping down to 2 or 3 mbps and we are suppose to be at least to 6 or 8 mbps. Its slower at peak times in the evening and drops connection randomly. We have also had problems getting a new modem from them, the modem seems to die once a year.
Ticket: # 1495654 - Frontier Communications: Poor Service
Date: 3/9/2017 11:40:41 AM
City/State/Zip: Statesboro, Georgia 30458
Company Complaining About: Frontier Communications

Description
Statesboro, GA: Since Sep 2016, Frontier seems to be unable to provide service for 30 consecutive days. We had a service outage of 18 days, once and several smaller outages. Currently our service has been worse than dial-up since Feb 2, 2017. Complaints to the service dept are met with excuses. One would think that a company of this size could have their issues fixed within 30 days. Frontier's services are contracted by my apartment manager, so we do not have individual accounts, but Frontier's fees are bundled in our rent. We are forced to pay regardless of service.
Ticket: # 1496763 - Broadband Inconsistent speed impacts on the quality of VRS Faculty

Date: 3/9/2017 4:27:11 PM
City/State/Zip: Myrtle Beach, South Carolina 29588
Company Complaining About: Horry Telephone Cooperative

Description

(CTR 384) The Consumer complains that the Broadband Access speed is inconsistent and this impacts on the quality of her VRS faculty thus resulting in her communication access being denied from time to time. This causes her to be concerned about her ability to contact emergency numbers in such times if the VRS faculty quality continues to be challenged by inconsistent speed. She is an elderly pensioner and she doesn't have time to keep tabs of everything including keeping a diary documenting internet speeds to build up a case.

In addition, Sorenson VRS installer came to deal with her Video phone today and he confirmed that the connection is pretty bad to the point where it is not able to support her VRS facility. I spoke to her on Video Phone Point to Point Conversation and she is not able to see what I am saying. This truly frustrates her and this angers her to have her communication access continuously denied with lack of sensitivity to her communication needs based on her disability.

The consumer wishes for the company to reexamine the situation and come to resolution on that. She also wants to have another site survey done.
Ticket: # 1497241 - Internet Provider

Date: 3/9/2017 7:22:41 PM
City/State/Zip: Amery, Wisconsin 54001
Company Complaining About: Northwest Communications

Description
They have countless times told me that my internet is slow because someone else must be on it at the same time that I am. That shouldn't even matter. They charge $90+ a month for a service that is usable about 30% of the time. I am so sick of this and something has to change. Also they will tell you that someone will come out and check it but then they never send anybody. We really need them to either update their services, charge less, or leave so that somebody else can come in and do what needs to be done. They are using outdated technology in a fast growing world. Please actually do something and not just tell them that they have to do something. We are very sick of dealing with this. Thank you and have a nice day.
Ticket: # 1497455 - Internet issues
Date: 3/9/2017 9:15:43 PM
City/State/Zip: London, Ohio 43140
Company Complaining About: Time Warner

Description
I have had several conversations and issues with Spectrum internet. I was told my router was quarantined even thought my bill was paid. Our services are terrible and are absurdly inconsistent. I cannot stream anything even with 60mb speeds. The problem is that Spectrum is the only internet service offered in my area. Not to mention, I was sent to a location 30 minutes from my house to replace my router to be told that I have to drive an HOUR the opposite direction as this store doesn't service central Ohio addresses. I AM APPAULED.
Ticket: # 1497522 - internet
Date: 3/9/2017 10:26:32 PM
City/State/Zip: Griffin, Georgia 30224
Company Complaining About: AT&T

Description
I have been living in my home for 40+ years and have had AT&T ever since. My service is soooo slow that a y-tube is impossible to watch it buffers way too much. I have been told by AT&T that a faster speed is not available here. However, my neighbors on both sides of me and 2 across the street have been able to get u-verse. This makes no sense to me. Please Help!
Ticket: # 1497834 - Tech Support makes promises and does not fulfill them--1 year+ of inconsistent service  
Date: 3/10/2017 10:28:14 AM  
City/State/Zip: Ringoes, New Jersey 08551  
Company Complaining About: Centurylink

Description
Century Links Supervisor or Second tier tech support makes promises and Nothing Happens, promises are not fulfilled. Since changing to 20Mbs line from a 5Mbs line we have had nothing but problems. At least 3 additional home visits since install—it’s hard to count, and numerous 45 minute plus calls to tech support. The problem is simple; the internet is not consistent or is very slow, around 1Mbs speed (we purchased a 20Mbs service). The service goes off line frequently and requires numerous resets to reestablish a connection. This has plagued us from the beginning of service in JAN 2016 and still does to this day.

On February 14 in exasperation—internet not working again, I called Century Link Tech Support about a modem that had been sent out to me from a December Tech Support Call. Nothing worked. Joan a supervisor and senior tech support said we were sent the wrong modem—we needed a 2 line not a 1-line modem sent out by the last tech support person and that a new one would be coming by express mail. This was a 45-minute call.

24 FEB- NO MODEM. I called again—to Century link tech support and was connected with another Supervisor named Rose. She was very nice apologetic and stated we will send the modem again and have a Tech Support person out in the next two days to check, fix and correct the problems. I was at home both days to receive the Tech Support Person, none arrived

10 MAR—NO MODEM, NO TECH SUPPORT—JUST BILLS and poor intermittent and slow internet connection. Decision to file complaint the FCC—because our efforts with Century link have failed for the last year plus.
Ticket: # 1497847 - DCM Not Maintaining Consistent Internet Speeds
Date: 3/10/2017 10:32:30 AM
City/State/Zip: Ocala, Florida 34481-2557
Company Complaining About: Dcm Digital

Description
DCM Internet Speeds are inconsistent.
Ticket: # 1498655 - Att
Date: 3/10/2017 2:38:43 PM
City/State/Zip: Taylor, Texas 76574
Company Complaining About: AT&T

Description
I have called several times to change my service to upgrade and they refuse to offer me anything without bundeling all services I just want internet no satellite or phone and they just don't get it. The speed I'm getting now is 18mbps and I know I'm not getting that the internet is so slow. I did speed tests and the result was 0.21mbps. That's a rip off I've been paying 80.00 a month for nothing. I'm tired of att ripping me off. I've been a loyal customer since 2008. And I get treated this way.
Ticket: # 1498799 - Low up load speeds
Date: 3/10/2017 3:21:15 PM
City/State/Zip: Chicago, Illinois 60613
Company Complaining About: Rcn

Description
I am paying for with RCN download speeds of 50 MBPS and a upload speed of 10MBPS. I get 2.1 to 4.9 and drifts around which it should not do as I pay extra, They sent a tech, out but could not resolve the problem and then it starting reading 12.0. 2 days later it is too low again and effects my computer to the point I cannot even get into sites at low upload speeds. I pay extra for the speeds and it seems they do not care to fix the problems...I complained before. I contacted the repair computer company I hire and they told me it is their server or equipment that`s causing this low upload speeds.....Why below what I am paying for and use to receive....
Description
So I've had Comcast for a number of months, and it has always been terrible. Slower than what I pay for, cuts out constantly, and Comcast refuses to take ownership. Through their Twitter account, I finally got them to send a tech. The tech drove by, then cancelled the appointment claiming I wasn't there. I spent several hours with phone and chat support to get them to send the tech out after I waited for them all day. No response, no tech.
Ticket: # 1500298 - Internet Signal Problems

Date: 3/11/2017 5:42:03 PM
City/State/Zip: Prestonsburg, Kentucky 41353
Company Complaining About: Sudden Link

Description
Suddenlink Communications has been to our home on multiple occasions to fix an intermittent internet signal problem. They have stated to us that there is a problem between our home and a booster that is about 100 feet away. We are still paying full price for 100Mb internet and are not getting even close to that. Sometimes the internet doesn't even work. They already know this problem exist but keep dragging their feet to fix the problem. We were told at the end of 2016 that when they had funds the problem would be fixed in the first part of 2017. We are almost at the end of the first quarter of the year and have not heard anything from them. Currently our internet is not working at all. I would like to get some information from Suddenlink as to when this problem will be fixed. It is not fair that I we are paying full price monthly for this internet and not getting what we pay for.
Ticket: # 1500394 - 300 meg service I pay for is stopping
Date: 3/11/2017 9:30:10 PM
City/State/Zip: Long Beach, California 90803
Company Complaining About: Charter

Description
My 300 meg service I pay for keeps stopping. I have been recommended as a City Commissioner of Community Development for the City of Long Beach before. Is this some Senator Christy like move to stop me. I am a Black man that wants his service like all the other customers. The supervisor I spoke to, with his first name he said starting with a D, Dodson, I believe was horrible for customer service. He probably ask staff to be mean or threatens to fire them. The seem nice but said supervisor was horrible. Hey need my service to. Is this guy trying to single handedly start a Dennys like boycott of Charter Spectrum service without the company knowing. Black lives matter. NAACP member, ACLU member, Veteran U S Navy, Masters degree Management, Sociologist - member American Sociological Association with completed research, published
Ticket: # 1500400 - Slow Internet
Date: 3/11/2017 9:33:54 PM
City/State/Zip: Kuttawa, Kentucky 42065
Company Complaining About: AT&T

Description
Internet regularly runs under the advertised 6 Mbps, around 1-2 Mbps for hours.
Ticket: # 1500840 - Artificial Throttles on Upload Speeds

Date: 3/12/2017 6:56:33 PM
City/State/Zip: Wheaton, Illinois 60187
Company Complaining About: Comcast

Description
Comcast has been imposing artificial throttles on my upload speed to sites such as Twitch.tv, YouTube, Restream.io and others. When I contact customer support they either try to tell me my hardware is outdated or that according to their tests, everything is working correctly and there is no problem. The prioritize connections to their own speed test servers as can be seen by comparing speed test results to Comcast's own servers against tests to Twitch's ingest servers which are more than capable of handling the bandwidth necessary to receive my streams. They throttle uploads typically between the hours of 6PM to 12AM during weekdays and speeds are consistently throttled on Saturdays and Sundays. Download speeds are largely unaffected throughout further demonstrating an artificial cap. Throttles also kick in almost at exactly 6PM again indicating intentional throttling. Upload speeds drop to about 1/10th to 1/15th advertised speeds for hours on end, sometimes days when things are bad. This has been happening consistently for 6+ months.
Ticket: # 1500894 - Issue with speed
Date: 3/12/2017 8:30:39 PM
City/State/Zip: Land O Lakes, Florida 34639
Company Complaining About: Frontier Communications

Description:
(b) (6)
Ticket: # 1500944 - Centurylink Throttling
Date: 3/12/2017 9:54:53 PM
City/State/Zip: Howard, Colorado 81233
Company Complaining About: Centurylink

Description
I am a rural internet user. CenturyLink is the only high speed provider in my area. We were forced to pay for a 7 mbps service when the technician said we are only even able to get 5 mbps. Most frustrating though is that they will, on a daily basis, throttle the internet speed down to ~0.5 mbps. If I restart the modem, it magically goes back to 5 mbps. This will happen repeatedly if I am using bandwidth intensive sites for a period of time or if some large internet draw is being experienced such as the Super Bowl or something along those lines. I have no other choice in my area because you guys let them form a monopoly. Furthermore, they have not abided by the rural broadband requirements of their merger deals-- if anything they've just been making it worse for us.
Ticket: # 1501018 - At&t line maintenance

Date: 3/13/2017 1:31:58 AM

City/State/Zip: Leesville, South Carolina 29070

Company Complaining About: AT&T

Description
At any given time, I am getting only 30% of my advertised speeds or 6mbps/1mbps. After 6 or more visits to my residence, at&t could not fix the issue, claiming that it was acceptable. My family depends on this for work, school, and pleasure and we cannot even be graced with enough bandwidth to load images, videos, or send and read documents in a reasonable timeframe.

I don't need an at&t representative at my home, I need one for their infrastructure leading to it, because clearly that is where the problem lies.

http://www.speedtest.net/my-result/6125527700
http://www.speedtest.net/my-result/6125521168
http://www.speedtest.net/my-result/6125517019

I've had to deal with this internet provider for over 9 years, and not one day have I not wanted a better connection. At&t is the ONLY choice for a provider at my address, and If I had a choice to use a slower connection over AT&T I would take it out of spite. It's amazing a company so awful can even maintain business.
**Ticket: # 1501803 - Att uverse throttling usage**

**Date:** 3/13/2017 1:14:46 PM  
**City/State/Zip:** Castaic, California 91384  
**Company Complaining About:** AT&T

**Description**
In the last everlasting weeks, it has become apparent that att is throttling usage for services such as YouTube and Hulu. In particular, Hulu and Netflix must continually buffer about every 20 seconds for usage during evening hours, usually starting around 6 or 7 pm. Despite the fact that we haven't met or exceeded our internet plan, they are preventing us from being able to use our service to the full extent. A complaint has been filed with att, but they claim speed tests show nothing is wrong. Regardless, the issue persists every single night.
Ticket: # 1502079 - AT&T Uverse
Date: 3/13/2017 2:33:49 PM
City/State/Zip: Castaic, California 91384
Company Complaining About: AT&T

Description
The Uverse service is a con, the cable quality is pixely, the Internet is slow and 82% of the time just plainly doesn't work which makes the phone service not work. AT&T Tech don't fix the problem and continue to charge full price for a service that doesn't work. Bunch of crocks!
Ticket: # 1502153 - Comcast: 18 Months of Terrible Service.  Failure to Fix and Issue Credit.
Date: 3/13/2017 2:54:18 PM
City/State/Zip: Palmetto Bay, Florida 33176
Company Complaining About: Comcast

Description
For the past 18 months the signals received from Comcast for our internet and cable service have been horrendous and the service falls way short of what we are paying for.  Our repeated pleas for assistance have not been addressed by Comcast and we have only received misinformation, rude treatment up to the supervisory level, and no resolution of any kind.

We do homeschooling and run a modest business from our home.  The internet is essential for us but it has been unreliable almost every single day and, according to Comcast's elite technician, it will remain so for an extended amount of time as there is construction required and Comcast's protocol for this process requires several months, "perhaps more than one year"(more on this later).

History:
We brought the issues of: frequent and complete loss of signal that would last as long as 3 consecutive days, pixelated and frozen images, internet speed of 0.3 mbs - or nonexistent - on a consistent basis (when we were supposed to receive either 50 or 30 mbs), etc on many, many occasions to the attention of Comcast and were always met the same ineffective service.

A total of TWELVE (12) crews of Comcast technicians have visited our property during this time.  One supervisor visited our property and not only was his visit incredibly ineffective, he tried to put the onus on us ("you have to do some tree trimming before we can address the problem".  This was patently false, and irrelevant to the problem which turned out to be 500' from our property.)  We replaced the modem and router to eliminate the possibility of being responsible for the signal trouble.  Various of the Comcast techs that visited our home stated that the wiring at our end was "all clear" and that it had something to do downline.

The problem was discovered by an ATT crew (as related to me by a Comcast supervisor) about 2 months ago.  It turned out to be that the conducting cable serving our property had been completely become engulfed inside the trunk of a tree.  Obviously this process had been going on for a long time.  The signal was deteriorated to an unusable level due to the movement of the tree under wind, damage to the insulating jacket by friction and varmints.  The responding "Maintenance Crew" stopped by my house and told me that they had effected repairs and were thus, "closing the ticket".  They showed me a photo of the picture they had taken of the conductor running through the trunk and the employee refused to, stating that I "could use it against Comcast."  Incidentally, the photo did not show any repairs having been effected by this crew.

The foreman of the Maintenance Crew asked me to try using the "On Demand" feature and it did not work - just like it had for a long time.  He then mentioned that this was indicative of "a server problem and it would take long to fix".  He felt that the transmission would be 'usable' as it was although it was very low.
The problems have continued. I contacted Comcast 2 weeks ago again to request a technician since there had been no improvement to our service. The technician assigned to this call, who had previously been here and was the only one to put in a request for a Maintenance Crew (unlike several other techs who made the same promise but never materialized) told me that he "will not come to (our) property since the repair made was inadequate and the signal was still very low." He then told me that the issue had been turned over to the Construction Department and, as previously mentioned, that it could take a long time to resolve because it required internal approval, engineering, permitting, etc.

Present Status:
We have requested on various occasions that a credit be issued to our account for the entire period of time that these problems have been happening and were told that we would. However, nothing of the sort has happened.

I informed Comcast a month ago that we would not continue to pay the monthly bill pending resolution of the credit and service issue. This was acknowledge by the phone agent.

Not only has not been an issuance of any credit for Comcast's failure to perform but, to add insult to injury, they are adding late penalty charges to our account because we stopped paying last month.

I have tried to communicate with Comcast via phone but only get the automated service that states that they "have extended the payment due date until March 16". Then it states that I "cannot be connected with an agent because the due date has already been extended"

On my last conversation with a live agent of Comcast last week, I was promised that a supervisor would contact me later that day. That was several days ago and, you guessed it, no one has contacted me.

Expectation of this Complaint:
1) That Comcast stop submitting bills and demands for late fees, etc.
2) That a FULL credit for the entire 18 months of horrible service be issued to our account immediately.
3) That it be determined that we should not have to pay the Comcast bill for as long as it continues to fail to meet the terms of the user agreement by not providing the quality of signal promised to us.
Ticket: # 1502433 - unstable or no internet service X-1 platform not recording to cloud and freezes

Date: 3/13/2017 4:06:50 PM
City/State/Zip: Pompano Beach, Florida 33069-6543
Company Complaining About: Comcast

Description

In reference to complaint File 1357988. There was no resolve of my issue nor did I state there was. You may listen to the tape as Comcast records all conversations. Comcast continually pushes the paper and closes cases with superfluous reasons. Attached is one of the Executives that I am working with in bulk commercial services.

------- Original message -------
From: "Miranda, Fernando" <Fernando_Miranda@comcast.com>
Date: 2/28/17 9:46 PM (GMT-05:00)
To: [b] (6) [b] (6) [b] (6) [b] (6) [b] (6) [b] (6)
Cc: [b] (6) [b] (6) [b] (6) [b] (6) [b] (6) [b] (6)
Subject: Re: Palm Aire United Meeting (Cypress Reach @ Palm Aire One CA)

Thank you for your email Dale. I didn’t receive your first email. I will follow up with our escalation team tomorrow and get back to you.

Fernando Miranda
Strategic Senior Account Manager
XFINITY CommunitiesTM
Mobile: 561-246-9764
Fernando_miranda@cable.comcast.com
http://www.comcast.com/xfinitycommunities

On Feb 28, 2017, at 9:38 PM, [b] (6) wrote:

Dear Mr. Miranda:

I am writing you today as I have not received a reply to my email sent last Thursday. I fear that it might have gone to your spam folder and was deleted.

Yesterday I had Carlos a supervisor of repair technicians to my apartment. His contact and other pertinent information about our Association is in the original email below.

Carlos spent three hours at my apartment and I allowed him to wire my gateway as he desired and took him around our community to show him the exposed cable. I knew it would be an exercise in futility and unfortunately I was correct. My Internet speed dropped to below par levels this morning, 29 Mbps download.

The residents in our Association are rightfully upset and share the same issue.
We have cable strewn across our complex like spaghetti unburied for many months which Carlos took photographs and was going to refer to the responsible department for burial or removal.

I will include one photograph as my phone shoots in 2K resolution and the file would be too large to send additional photos.

We look forward to working with you to resolve the issues plaguing our complex.

Thank you for your assistance in this matter.

Sent from my Verizon Galaxy S7

-------- Original message --------

From: [redacted]
Date: 2/23/17 4:26 PM (GMT-05:00)
To: rafael_visbal@cable.comcast.com
Cc: fernando_miranda@cable.comcast.com
Subject: Palm Aire United Meeting (Cypress Reach @ Palm Aire One CA)

Gentleman:

In reference to our discussion last night, today I had another appointment with a technician set up by supervisor Carlos (954) 532-7050 Cell and (954) 789-7326 Office for 2:00 P.M. today. My call was not returned by Carlos from last Tuesday as he asked me to call back later in view of the fact I had a doctors appointment and could not address all my problems in their entirety at that time. We did at that time set up an appointment for today at 2:00 P.M.

As it is now 4:00 P.M. according to your two hour window this is a missed commitment.

This is my FCC Ticket No. 1357988 which has been referred back twice by the FCC for further clarification by Comcast. Comcast’s replies made to the FCC were false!

I have purposely added two splitters before the connection to the gateway of low quality, wired them in reverse and may still pull above specified performance at times. This proves that a splitter may cause some signal loss but is not the cause of my problem or your proposed remedy.

As usual, the service fluctuates at different times of the day and night to sub par levels of under 30 Mbps download or goes down completely.

The issue of my cloud service not transferring recorded programs to the cloud as well as some recordings that were removed from the cloud by Comcast was not corrected by Mr. Miranda's suggestion of refreshing my DVR. A Level 4 technician had previously told me that content will not be transferred in the future that wasn't sent to the cloud at the time of the recording. He stated he would work on this problem with a programmer and have heard nothing in reply. This was a concern of mine last October but I gave up spending many hours talking to technicians on the cloud service to address the more important problem of our subpar internet service affecting all residents. It is disconcerting that being in the communication business there is no record of any previous conversations when speaking to a subsequent representative therefor starting from square one again.
Cable strewn across our complex for many months unburied and laid across shrubs is unacceptable, unsightly and a potential financial liability to you should anyone be injured. Despite multiple trucks in our complex everyday including bucket trucks has proven to provide no resolve. As a matter of fact a crew put an entire building out of service while working which wasn't corrected until after 10:00 P.M. that evening. At a lower level Comcast has taken me out of service on two different occasions while working on an unrelated problem, resulting with a call to corporate to get me back in service.

Diane Dupont one of your representatives (954) 534-7222 at the Executive Level of replying to FCC complaints has previously stated that one of the problems was your signal coming in from outside our complex. This you may verify if you wish to play the hours of recordings you made relating to my account.

I have multiple pictures to prove my point but do not have the time to include them at this juncture.

I have received complaints of the same nature from many residents. Unfortunately I must speak for them as they have not called on their own behalf.

Thank you for your help in resolving our Association's issues.

Dale Schoenborn, Secretary
3993 Cypress Reach Ct Apt 504
Pompano Beach, FL  33069
(954) 974-3890

Thank you for your email Dale. I didn't receive your first email. I will follow up with our escalation team tomorrow and get back to you.

P.S. I am still working on this issue but the technician who was to be on the premise today was a no show. The only issue corrected was the cable strewn across our complex was buried.
Ticket: # 1503327 - Broadband accessibility

Date: 3/14/2017 8:46:42 AM

City/State/Zip: Jordan, Arkansas 72519-9734

Company Complaining About: Centurylink

Description
Having lived here since 2004 we have had difficulty getting any higher of a speed than 6Mbps. Despite some optic cable having been laid very close to us. Our DSL provider has done little to bring us up to the 2015 minimums of 25Mbps. The speed is variable and some times slows to .7Mbps. We need the higher speed here and yet the local provider gives no concrete answers as to when we would get this.
Ticket: # 1503340 - Internet speed
Date: 3/14/2017 9:02:41 AM
City/State/Zip: Clinton, Arkansas 72031
Company Complaining About: Media3

Description
I have never got the 25 meg that I am paying for. The speed is around 1 meg or less most of the time.
Ticket: # 1503650 - Internet Speed
Date: 3/14/2017 12:08:56 PM
City/State/Zip: Mangham, Louisiana 71259
Company Complaining About: Centurylink

Description
My internet speed has gotten progressively worse over the last year until last night it was virtually non-existent. I couldn't do anything on the internet or with my wifi. They have finally admitted to me that the problem is their equipment can't handle the number of people they have assigned to it. I am told that I will experience a "slow down" with my speed during peak hours. I told them this was not acceptable since I seem to be home trying to use my service at the same time everyone else is. I believe since they added too many people for us to get the service we are paying for they should have to upgrade their equipment to provide the service we are paying for at all times. Slightly slower service from what I had prior to March 2016 would not have been a big problem but almost non-existent service is a problem. (There was flooding in our area in March 2016. We did not have service for 2 weeks & when we got it back it got progressively worse since. I don't know if the flood damaged equipment that was replaced or what). My brother lives next door to me & has the same problems. We have done everything recommended on their online support (except the speed test because our speed is so slow it won't run the test). We have resolved the issues with Windows 10. We've had a repair man come check the box we share. Now they've admitted to me that it's the problem I noted previously & I believe someone should be able to force them to do something about it. I have attached 2 snapshots of the Facebook PM conversation I had with Centurylink showing where they admitted our area is in "exhaust mode".
Ticket: # 1503779 - Frontier Communications

Date: 3/14/2017 12:56:42 PM
City/State/Zip: Whitney Point, New York 13862
Company Complaining About: Frontier Communications

Description
I am writing due to consistent internet issues. Our speeds are consistently under 1 download. This is not acceptable and yet nothing is done about it, despite several calls and servicemen coming to our house to fix the issue. We have no other options where we live. Thank you for your consideration with this matter.
http://www.speedtest.net/result/6129732182.png
Ticket: # 1504128 - Slow Speeds
Date: 3/14/2017 2:58:15 PM
City/State/Zip: Pequot Lakes, Minnesota 56472
Company Complaining About: Tds

Description
There is a known capacity issue in my area which I can understand. However our ISP stated that our area is not eligible for stimulus money because there are other providers in the area however the other provider Charter states our location doesn't meet build out requirements. What other options do I have to get faster internet?
Ticket: # 1504372 - internet speed and download

Date: 3/14/2017 4:22:07 PM

City/State/Zip: Frankford, Delaware 19945

Company Complaining About: Mediacom

Description

did speed test and it is under 10. I also not able to download any files. Mediacom is not helping at all
Ticket: # 1504432 - Internet connection continually getting slower and slower (NO ALTERNATIVES!)

Date: 3/14/2017 4:42:09 PM  
City/State/Zip: Wichita, Kansas 67207  
Company Complaining About: Cox

Description
I have been with the same internet company, Cox Cable, for going on 6 years now and my service has just been getting worse and worse. I've had technicians come out and check my connection, "fix things", etc. but nothing changes. I've also tried to call and tell them about their current rates and how I'm paying about 35% more than what a new customer would pay. (I've been loyal for 6 years, this doesn't make any sense). I have no alternatives where I live or else I would definitely change providers. I pay for one of the highest services they can provide and there are certain times where I have to buffer a youtube video.... a single youtube video needs to buffer.... When I started my service 6 years ago, or even a few years ago for that matter, I could load 5+ videos instantly if I wanted to. I could download, watch, play, skype, whatever you name it with 0 issues because of the service I choose to pay for. Now not only is my service most likely being throttled on and off but I can't even get my rate to match what most people are paying because I've been loyal to the company for 6 years. If I could choose more than one issue I would choose SPEED and BILLING. My Speed is being throttled I'm 100% sure of it and I'd appreciate it if I could have some assistance with that as well. I also go wireless and wired pretty regularly and the issue is consistent on all fronts. Thank you for any help that is provided and your time on this matter.
Ticket: # 1504512 - Comcast price increase with poor service  
**Date:** 3/14/2017 5:07:33 PM  
**City/State/Zip:** Philadelphia, Pennsylvania 19144  
**Company Complaining About:** Comcast

### Description

I live in Philadelphia, PA and my apartment complex is only allowed to have Comcast Internet. The speeds are consistent with what comcast advertises but the connection is poor. I am often unable to load webpages on the first attempt and video streaming services like youtube, twitch, netflix all freeze up and need to rebuffer some every several seconds to few minutes. Comcast has said since the speed is consistent there is nothing they can do. I was ok with this situation as my bill was 55$ per month with them, but they have since started ramping my bill up. Over the course of two months, my bill went from 55$ a month to now $87.95 a month. They refuse to look into my issue without charging me and claim it is a problem with the wiring in the building and the property managements responsibility to rectify this. The management company, SBG Management, has been silent on this issue, which I guess means they won't cooperate. Regardless of this, I find it distasteful that my bill has gone up such a steep amount with such spotty service. I am not sure what can be done, and am more writing this complaint to vent.
Ticket: # 1504754 - Very slow internet speeds.
Date: 3/14/2017 6:58:32 PM
City/State/Zip: Dahlonega, Georgia 30533
Company Complaining About: AT&T

Description
We have ATT DSL internet service in Georgia. Several times the internet has cut out or slowed down to a crawl. We have about 30 homes in our neighborhood and everyone has complained about the poor service. New people in the neighborhood have not been able to get internet service. This problem could eventually affect our home values for resale. This is a serious $$$$dollar and time problem for everyone in our neighborhood.
Ticket: # 1505060 - Windstream at home

Date: 3/14/2017 9:39:33 PM
City/State/Zip: Elizabethtown, Kentucky 42701
Company Complaining About: Windstream Communications

Description
This is a big rip off they are charging ppl almost eighty dollars for high speed Internet and its slower than dial up. This issue needs to be addressed.
Ticket: # 1505094 - Verizon Internet Service

Date: 3/14/2017 10:23:33 PM
City/State/Zip: Greenville, Pennsylvania 16125
Company Complaining About: Verizon

Description
Have been in contact with Verizon about their internet service here in our rural area. From EVERYTHING I have read, Verizon refuses to upgrade their equipment in rural areas because of no monetary return. We are pissed off and had enough, our money is as good as urban areas. What the hell has to be done to get a huge GREEDY corporation to provide a service as advertised. Theft of service is ringing loud and clear. Pissed off in PA. If I paid my bills to them as bad as their service is, I would be in jail. Enough is enough
Ticket: # 1505129 - Internet speed

Date: 3/14/2017 11:07:50 PM

City/State/Zip: Wayne, Michigan 48184

Company Complaining About: Wow!!! Or Wowway

Description
Wow! Or wowway internet speed is very slow. Causing slow internet frequency throughout our home we are still being charged but the services keeps acting up. Even when we are using one device. It even on my husband Xbox. Hard wired.oh and they never responded to my other FCC complaint at all.
Ticket: # 1505207 - Failure to provide services paid for
Date: 3/15/2017 2:11:59 AM
City/State/Zip: Corpus Christi, Texas 78415
Company Complaining About: Time Warner

Description
It's going on two and a half years and every other month my internet speeds are half of what they're supposed to be and they can't manage to fix the problem
Ticket: # 1505215 - Horrible Customer Service and Horrible Internet Quality with Centurylink
Date: 3/15/2017 4:13:01 AM
City/State/Zip: Tallahassee, Florida 32301
Company Complaining About: Centurylink

Description
Internet constantly going out, try contacting support to get nowhere, they don't help at all nor does their products work.
Description
I have been experiencing intermittent outages in my comcast service for months. I have made 6 customer service calls and had 3 technician visits but continue to have this issues. Each time I ask if there is a reference number or escalation number I can use, but have been told that isn't possible and have to start all over again. I have not been given any discounts to service (or lack thereof) over this time.
Ticket: # 1505481 - bad internet service

Date: 3/15/2017 10:27:35 AM
City/State/Zip: Chandler, Texas 75758
Company Complaining About: Centurylink

Description
My local telephone company, Century Link, is the only internet provider in my rural area. They have oversold their bandwidth capacity and although we pay for high speed internet, there are certain days of the week and hours of the day that we are not able to update our business website due to slow service. And even though the company knows they suffer from internet exhaust, they continue to advertise faster (and more expensive) internet service.
Ticket: # 1505497 - slow internet speed
Date: 3/15/2017 10:33:27 AM
City/State/Zip: Chandler, Texas 75758
Company Complaining About: Centurylink

Description
Although I pay for DSL service, my internet connection is so slow I often cannot connect to a website or stream video. My only local provider knows they have a bandwidth problem but still they continue to sell new service and try to upgrade service at a higher price. Why is it I can travel to third world countries and get better, free internet service than I pay for in the United States?
Dear Comcast Customer Service:

I have had my new service for almost three weeks and have yet to have a single day of uninterrupted service. Some days there are outages in the area but for the most part it is in my opinion due to a botched installation but I can't be 100% sure.

I have called Comcast 15 times in-person at your retail store, on the phone, on-chat and collectively I have spent more than 17 hours dealing with this issue.

I am about to give up and switch to another carrier but the truth is Comcast has a monopoly in this market and I do not have a lot of choice.

Every Comcast employee that I have contacted do not take ownership of the issues. They blind transfer you around, verify your account details over and over, find every excuse to not resolve the issue and blame other employees for their inability to resolve the issue.

Here is an overview of my issues:

**COMCAST SUPPORT OPEN TICKETS AND ISSUES SINCE INITIAL INSTALLATION**

* Open Ticket CR687740947
* Open Ticket CR685665358
* SEVERAL COMCAST OUTAGES SINCE OUR INSTALLATION
* DROPPED CALLS EVERYDAY ON MY CELL/COMCAST PHONE
* INTERNET CONNECTIVITY ISSUES EVERYDAY - MULTIPLE TIMES
* BOX REPLACED ONCE
* TECHNICIANS OUT THREE TIMES

At this time, we currently have an outage in the area (Today-March 15th) and no one will assist me as now they are blaming the outage for my issues. I have stated to everyone I speak to that I have had issues everyday since installation. There was not Comcast service in this condo prior so complete wiring was required and this was done by Comcast.

I expect to hear from someone who will take OWNERSHIP and accountability for my issues and expect credit for my unreliable and service failures.
Ticket: # 1506045 - Beyond frustrated

Date: 3/15/2017 1:11:23 PM

City/State/Zip: Helena, Montana 59602

Company Complaining About: Charter

Description
We have had numerous issues with our Internet for the past month and a half we have called charter numerous times and they keep telling us it's nothing wrong on their end and it is sometimes we can't even get service in our house and it's extremely slow!
Description
I get good connections speeds throughout the day (~60MB/sec download) both directly connected to my Charter/Spectrum provided cable modem and on my WIFI Network. Netflix streaming performance has been terrible for the last week, to the point where it becomes unusable. I have called into Charter/Spectrum to file a complaint, but they deny traffic shaping and say they don't see any issues.
Ticket: # 1506667 - internet speed & connectivity issues

Date: 3/15/2017 4:13:43 PM
City/State/Zip: Denver, Colorado 80231
Company Complaining About: Centurylink

Description
Current ISP (centurylink) has not fixed issues with connectivity and internet speed. Connectivity has gone in-and-out, preventing me from performing my job duties (work at home GIS analyst). Attempts at fixing the issue has resulted in a massively decreased speed with continuing connectivity issues.

All issues started after re-negotiating monthly rates with a customer service rep. Consequently, there is the distinct feeling that this is a retaliation/business trick.
Ticket: # 1506919 - Internet Issues Complaint

Date: 3/15/2017 5:48:50 PM
City/State/Zip: Tifton, Georgia 31794
Company Complaining About: Mediacom

Description
I have contacted Mediacom almost daily for the past 6 months about the issues with inconsistent internet connection that I have had for at least one year. (Upload and download speeds). The upload speed I pay for is 60mbps upload and 5mbps upload. Techs have been called to my home on numerous occasions as well as the area supervisor... still no resolution to the problem. I have emailed speedtest to the area supervisor to show that the connection is consistently unstable. He claims maintenance is working on the issue, however, I do not feel like it should take 6 months or longer to resolve such an issue. I have asked that I be contacted by the area supervisors supervisor for the past 3 months with no contact being made by that supervisor. I have gotten the runaround from them since the beginning of the issue. They have told me there is packet data loss and when speaking with customer service again today, I was told that there were 200+ modems in my area having same issues.

I am not getting what Mediacom has been charging me for as far as my internet service or cable services goes. (If I do not call in and request credit on my account, they expect me to pay the entire bill with no credits for loss of services) If you ordered a ribeye steak at a restaurant and were brought out a soy burger, would you just eat the soy burger and pay the ribeye price? I would like to see a resolution to these issues with Mediacom, however with their deceptive practices and inability to fix this ongoing issue for the past 6 months, I do not see it happening.

I have attached a few of the speedtests that I have done. (I have over 400 if you need more)
Ticket: # 1507108 - Xfinity internet problems continue
Date: 3/15/2017 7:43:29 PM
City/State/Zip: Brentwood, Tennessee 37027
Company Complaining About: Comcast

Description
Our internet has been going off and on for many days in about 10-15 minute intervals. Calling the customer care center and rebooting the modem has not solved the problem. When it is working the speed is about 25Mb/s whereas in the past it was about 50Mb/s. Very frustrating.
Ticket: # 1507366 - No resolve to internet issues.

Date: 3/15/2017 11:11:31 PM
City/State/Zip: Fort Morgan, Colorado 80701
Company Complaining About: Charter

Description
We have had charter cable for a little over a year now, and have not only had issues with internet, but the t.v. as well. Since we have had their service we have had the dvr service not work properly(i.e. Not recording shows that are set up), times where the picture will go black for a few seconds periodically, and the sound doesn't match the lips. This was supposed to be fixed by a new software download supposedly but, with all the run around between customer service and field techs, I know that I'm just being ran in circles. The same run around with the internet. We keep getting intermittent signal, we call, they have us do a bunch of rebooting and speed test, sometimes this helps for at most a day or two, then it starts again getting worse day by day. We have had techs to our home 5-6 times. A supervisor tech came out the last time, about six weeks ago, and said intermittent speeds are acceptable because we are guaranteed only up to 60 mbps. We go down to 40 mbps constantly, and have been dropping down to 17 mbps over the past couple of days. A couple of times that I have called they said that they needed to reprioritize my modem which seemed to help sometimes, but only for a day or two. The first time they did this I asked if it was just a reset of my box, they said it wasn't and said it was something different. Many of the customer service reps were not even aware of this, and would say it was just a reset. Yet when I had it done again they said it was trending the signal to prioritize my modem. They have also told me my signal should not be intermittent, and they personally never have this issue. Yet the field techs have told me of their lack of a certain switch house not being maintained, as well as saying the last guy did things wrong. Usually when a tech comes out would maybe stay fixed for a week if we are lucky. When the supervisor came this last time he put us on a watch list at his office, and within a week we started experiencing the same issues. The supervising tech was starting to try and blame me, but I was able to prove that he was wrong in his accusations (i.e. blaming my router, or our internet usage), and after all his excuses he would try to come back to that. Then finally told me I get "up to" 60 mbps, and that that speed was not guaranteed. I am definitely not getting what I pay for, but dominate the internet here. There's only one other company and they offer only 5 mbps. Please help.
Ticket: # 1507371 - Verizon DSL Bandwidth issues/(outages)

Date: 3/15/2017 11:23:19 PM
City/State/Zip: Radford, Virginia 24141
Company Complaining About: Verizon

Description
My Internet consistently drops during the evening hours and sometimes all day. I have called Verizon numerous times and my line always checks out good. Sometimes they send a Technician out and the Technicians says my line checks out good and he explains that the real issue is the Central Office (CO) being oversubscribed and everyone is using up all the bandwidth. They even told me that it makes them look bad when I call in that I should call their Manager (but this person never answers or responds to voicemail) They say they aren’t going to upgrade or increase speed that eventually people will get mad and drop the service and if enough people drop the service then your internet will be consistent again. This is the only internet we can get in this area and I can’t believe Verizon would treat their customers like this.
Ticket: # 1508856 - Active Service Issue Not Being Resolved

Date: 3/16/2017 3:40:13 PM
City/State/Zip: Alvin, Texas 77511
Company Complaining About: AT&T

Description
This is the third or fourth time (possibly more) I have written the FCC about the unreliable service I receive from AT&T for my landline internet service. Since they forced conversion (I could either go along with it, or they would turn it off, is what they told me) of my service over to their U-Verse product, the service has been unreliable, sometimes to the extreme, which brings me to the most recent situation. Attached is a sample of some of the speed tests I have completed over the past three weeks. Both the speed and the latency is terrible.

I reported an issue to AT&T with my service three weeks ago, related to very slow browse, and inconsistent streaming speeds. As they have done in the past, they came out, identified the modem as the culprit and replaced it. It didn't fix the problem. I spend several days troubleshooting my side of the service without their support and came to the conclusion the issue was either a poor connection in the wired distribution serving my neighborhood (the copper wiring system here is over forty years old, patched together repeatedly), or somewhere in their data switches. I called again at beginning of this week, and they sent another tech out on Tuesday that found nothing that he could fix, but promised to escalate the issue with his supervisor. In the past couple of days, the slowness of the service has been much more pronounced and consistent, leading me to believe the issue is progressive, and will eventually fail entirely. As I didn't hear back from anyone, I called the technician's supervisor, who first told me he knew nothing about it. I gave him my account number and he promised to call me back in "15-20 minutes" (his words). I followed up with him again two hours later as I didn't hear from him. He then blamed the technician for not initiating the escalation, and he was "looking into" the issue and would be back with me shortly. I ended the call asking him to inform me of whatever the progress by the end of business today.

This is an issue that has been ongoing, unresolved for at least 21 days. It is not the first time I've had the misery of dealing with their crappy service, and I don't expect it to be the last, because they are repeatedly proven themselves to be liars, and I have no choice other than AT&T for wired internet service at this location. This is because they hold a monopoly on it in my area (as well as many others). I realize you are ONLY a regulatory agency, are not responsible for allowing AT&T to re-aggregate their monopoly, but from a perspective of a citizen of this country, the federal government has completely fallen down on the job of regulating these utilities with the intent to provide for adequate competition in the communications industry, both wired and wireless. Monopolies exist today in our communications industry, and there are laws against that predatory practice that are not being enforced.

I also understand that all you are going to do is forward this complaint to AT&T and I'm going to get a call from "THE PRESIDENT'S OFFICE" of AT&T stroking my ego and telling me they are going to make it all better. As I don't have any other options right now to getting this resolved, I will have to submit to this ridiculous kabuki dance with these charlatans in order to get this resolved.

Let the games begin.
There seems to be no end in sight to the problems with FIOS since Frontier took over from Verizon. My home and work are with a 2-mile radius and the same poor quality exists in both places. Constant losses of connection and fluctuating signal strength makes basic uses of internet difficult.
Ticket: # 1508900 - Inconsitent and terrible service
Date: 3/16/2017 3:55:45 PM
City/State/Zip: Corozal, Puerto Rico 00783
Company Complaining About: Liberty Cablevison Of Puerto Rico

Description
For that past couple of months, I have been receiving inconsistent and terrible service. I have called the ISP several times when no help, there has been an open maintenance in my area for more than two months but with no improvement, they also can't tell me an approximate time on when the maintenance with be closed. There have been technicians assigned to come to my house but many of them have never shown up but the couple have shown up, just tell us that they can't do anything to fix the issue because the area is under maintenance. I would have changed ISP's by now but there is no ISP in the area that has broadband speeds so I have no other choice but to stay with them. The ISP has offered me discounts but at the end of the day, it does not solve my problem.
Ticket: # 1509256 - Very unreliable internet connection especially for internet sensitive tasks.
Date: 3/16/2017 5:38:03 PM
City/State/Zip: Auburn, California 95602
Company Complaining About: Sudden Link

Description
I've been a Suddenlink customer for over three years and at two addresses now. At our previous residence the service was very reliable. But ever since we moved (November 2015) our new service has had nothing but trouble from the start.

Not only does our service frequently experience very high latency to nearby servers but also high (up to 50%) packet loss is the norm. This makes video streaming and online video gaming extremely frustrating at best.

We are subscribed to their "100 Mbps download / 7.5 Mbps upload / unlimited download" plan. Often our download only reaches 25-30 Mbps and ping to nearby San Jose servers which normally sits around 12 MS jumps into the hundreds.

I've had between 3-5 Suddenlink technicians come and inspect our network over the last year only one of whom has ever even acknowledged that there is a problem to begin with! But he said that his management wouldn't listen to all the other customers that were experiencing the same problems. He explained that the network is built to support around 200-300 homes per node (redistribution point). He continued and said Suddenlink in our local area has nearly 700 homes per node! This explains everything!

I attached a couple screenshots of some internet tests I've done. The one showing the black CMD window shows that the high latency is coming from within the Suddenlink network. The other one shows a simple speed test.

We pay a premium price for a not-so-premium service.
I would like to request that we get a massively discounted price for our service until Suddenlink fixes these issues.
Ticket: # 1509469 - Internet/Contract Issues
Date: 3/16/2017 7:43:41 PM
City/State/Zip: Ypsilanti, Michigan 48197
Company Complaining About: Suite Solutions

Description
Hello. Our condo builder/management company entered into a contact many years ago with a company called Suite Solutions based out of Toledo, OH. Because we purchased a home that is under the direction of this builder, we must receive internet service through this company unless we choose a third-party provider. There is no way for us to opt out of the contract signed by our builder and, therefore, we have to continue to pay even if we purchase a third-party provider.

To make matters worse, our service is terrible. We upgraded our service about 2 years ago for a $15/month premium. After many calls to Suite Solutions, they consistently tell us that the problem is that we use too many devices (2 phones and a laptop) and that we need to upgrade and pay more money. They have never offered to send a technician or offer any other assistance.

I genuinely believe that Suite Solutions is engaged in price gouging their customers that are under this contract, and it needs to stop. Asking consumers to just upgrade their package rather than attempt to address the problem is, in my opinion, their attempt to make money as a result of a contract I did not enter into many years ago. Suite Solutions needs to offer better customer support and meet the needs of their customers instead of simply putting the consumer automatically at fault.
Ticket: # 1509503 - Constant service interruptions
Date: 3/16/2017 8:11:16 PM
City/State/Zip: New Richmond, Wisconsin 54017
Company Complaining About: Frontier Communications

Description
I have constant service problems with Frontier Communications just about every night between 9 PM and later until I go to bed. My internet service normally works great throughout the day but at night it will randomly stop working for random amounts of times at random times. It happens pretty much every single night and has been happening for months. I was originally told it was due to the upgrades being done my area but those were supposed to be done last fall but still hasn't fixed anything. My modem and everything else seem to be working fine according to the technician that has come out to my house. It's been very frustrating and I've seen that it's been a nationwide issue and not just with my area.
Ticket: # 1509598 - TWC Customer Issues
Date: 3/16/2017 9:39:54 PM
City/State/Zip: Raleigh, North Carolina 27615
Company Complaining About: Time Warner

Description
I am having throttling issues with my upload speeds. I have had contacted TWC 6 times in a week, same answers every time "Reset modem, you have good signal etc" however my upload speed drops and cant hold a steady signal which is either bandwidth or congestion somewhere. The Tech came out and tested a few things and can not find an issue and passed it to maintenance. However I have been a week out of stable internet, I can do the routine downloads etc, However I upload as a side job and can not do that because the upload speeds fluctuate really badly. I am paying for 50/5 - I had no issues before last Tues March 7th, then all of a sudden it starts dropping signal, attached shows frames dropped on uploading software OBS, this is used to live stream upload video, using a 3500 constant bit rate it will fluctuate every 30-90 seconds dropping 30% or more of my frames. UNUSABLE!
Ticket: # 1509681 - Apple WIFI download Picture ICloclip.com
Date: 3/16/2017 11:08:18 PM
City/State/Zip: Newark, New Jersey 07101
Company Complaining About: AT&T

Description
I made several updates of software in the Apple Store were they believed waiting 4 hours to upload photo is acceptable and the Wayne Mall and the World Trade is using the same Wifi and they continue to have problems with my personal Hot Spots when I paid for IPhone 6s please investigate this Apple Sevices and the services offer to customers to ensure that they operating according to United States Federal Communication and United States Federal Regulations and all misconduct and mismanagement found all individual involved be convicted according to United States Federal Regulations
I have had an ongoing problem with Verizon. They are my high speed internet provider and I have not received adequate service. I have contacted them multiple times and there has been no long term solution. My most recent interactions with Verizon, as well as their customer service, and their lack of overall response to my problem has prompted me to contact you.

When I first got wireless internet by Verizon, in my home, I was simply happy to have it. I was patient with the service as no other company came to where I live. My neighbors and I signed a petition to have Verizon put wireless internet into our area. I was patient with the connection, and the technical support that was offered. When I called due to an internet problem, I was always assured that my frustration “was understood” and they “could definitely help me with my problem”. My difficulties with my internet have never been sufficiently resolved. I have been consistently told to be patient. I’ve been told that the wiring and connections where I live are old. I’ve been told that Verizon is working on bringing me better internet service. I have been patient since August 2011, when I first was billed for high speed internet.

I was watching Hulu on 2/11/2017. Nobody else was home at the time. My son came home from work and opened his computer. My streaming show immediately stopped and continued to buffer. I have subscriptions to Netflix, Hulu, PlayStation Plus, Xbox live, as well as paying for my internet. It has become apparent that I am unable to use my service subscriptions in the manner in which I should. I am sometimes able to watch a show or get on a website; at other times I have to take turns with my children to use our internet. Even when I’m the only person is in the house, I have been unable to successfully facetime anybody because of poor internet connection.

On 2/13/2017 I called Verizon tech support from work. I immediately asked for a supervisor. I was advised to do this by a Verizon phone support person. I spoke with a supervisor named David. He spent some time explaining download time, upload time, noise margin and broadband width. I let him do his job, although I already knew this information. I explained to him how upset I was over having to call Verizon again about my internet service. I stated that I wanted something done or give me the phone number of somebody up the chain of command with whom I could speak. David told me that somebody needed to be home to run tests. He was able to run some tests on the line and was able to inform me that everything was fine with my lines. He explained what mbps I was receiving and it was exactly what I was paying for. He said that Verizon is “committed to providing the customer with 80% of what they pay for” and I was receiving that. After saying that he needed somebody at home to run more tests, he said that somebody would call me at home that night. We agreed on a time between 6:30 and 7:30 that evening, that a supervisor would call me at my house to run tests on the line. He gave me an 866 number to call that went straight to the supervisor. He also gave me a PIN to use on the 866 number. I was home and beside the phone from 6:30-7:30. At 7:35, I made a
phone call and was off the phone by 7:45. I called the 866 number and input the PIN. It was an incorrect PIN.

On 2/14/2017 I called Verizon tech support and asked to speak with a supervisor. I spoke with Mitin. He started to repeat all the information that David had given me on 2/13/2017. I asked him not to repeat himself. I knew all this information from David the day before. Mitin said that David had noted a conversation took place but did not put in the notes any of the details of the conversation. I was upset that David had not noted my frustration and anger. Again, Mitin ran tests on my line and modem. He said they were all fine and we needed to do a speed test on my computer. Somebody would call me that night to run the test. I told him I would not be home that night until after 10:30pm. I would be home on 2/15/2017 after 8:00pm. Mitin said somebody would call me on 2/15/2017 after 8:00pm. He also gave me an 866 number and PIN number to call “incase nobody calls me”. Nobody called on 2/15/2017. I tried the 866 number and input the PIN. It was an incorrect PIN.

On 2/16/2017, I called Verizon tech support and asked to speak with a supervisor. I spoke with Bob. He informed me that somebody did try to call me on 2/15/2017 and when there was no answer, the ticket was closed. I am irate with this kind of tech support and customer service. I sat beside my phone from 8:00 until 9:30 on 2/15/2017. Nobody tried to call me. I have an answering machine should the supervisor have attempted to call when nobody was home. I am outraged that somebody said they had tried to call when they had not. Then to close the ticket, and note that it was closed because “customer could not be reached”. An attempt to reach the customer should be made several times and the ticket should remain open for a designed amount of time. This gives the customer time to get back in touch with the company. The most irritating part of this is that nobody attempted to call me that evening. Bob, again, told me that a speed test needs to be done on my computer. He said I would receive a call that night to complete the test. I asked how to do the test. He gave me 2 websites that I could use to complete the speed test. When I got home, I started the speed test. It ran for 32 minutes. I tried the 866 number and entered the PIN. It was an incorrect PIN. I called Verizon tech support and asked for a supervisor. When Kim came on the phone, I asked her how long a speed test should last. She replied a couple of minutes. I told her that my speed test had now been running for 37 minutes. She said to disconnect the test and gave me the Verizon website to complete a speed test. The speed test failed. She explained that the tests she ran on my lines showed that everything was fine. She wanted to do a phone line test. We disconnected the call. She called me back in a few minutes and said that there was a problem with my phone line. There was 1.2 MPBS of data being used somewhere. There was a problem because there was an exchange of data between my premise and the central office. There were no physical problems with my modem and download times. She scheduled a technician to come to my house of 2/19/2017 between 1-5pm. I rearranged my work schedule to be at my house during this time. AT 5:10, no technician had been to my house. I called Verizon tech support and asked to speak with a supervision. When Raj came on the phone, I expressed my outrage at no technician coming to my house at the scheduled time. I had rearranged my work schedule to be there. Nobody had called, texted, or emailed. He explained that he did see that a technician was scheduled to come to my house. A technician did not come to my house because the outage was on the Verizon side and a technician coming to my house wouldn’t help anything. There is a problem with the cable coming from the central office. He guaranteed me that I would be able to watch a streamed show on Thursday 2/23 in the evening. I asked him to repeat it. I would be able to watch a streamed show on Thursday evening.
On 2/21/2017, I received a text message at 10:14 am saying “Your Verizon repair request has been resolved. Thank you for choosing Verizon”. I got home late and was not able to see if my repair was resolved.

On 2/22/2017, I tried to watch a streamed show. I was not able to watch it because it kept ‘loading’. I called Verizon and asked for a supervisor. When John came on the line, I explained that I received a text telling me that my problem was fixed. He put me on hold. When he came back on the line, he said that I received that text b
Ticket: # 1510819 - Internet Connectivity
Date: 3/17/2017 2:22:06 PM
City/State/Zip: Detroit, Michigan 48221
Company Complaining About: Comcast

Description
I am currently a customer of Xfinity/Comcast. For the past 3 months, I have experienced very poor internet connectivity. The speeds that I get are sometime less that 1mbps. I have numbers register in kbs instead. I am supposed to get a speed up to 75mpbs but I rarely get 8 mbps. Here is a record of my calls for the past month:

Payment received
pending payment of $78.59 received
Wed
Mar 15
12:00 am
-$15.00 credit has been applied to your account
This credit will be applied to your next billing statement
Fri
Mar 10
10:14 pm
Call to XFINITY
You made a service call to XFINITY support.
Sat
Mar 11
12:00 am
-$18.00 credit has been applied to your account
This credit will be applied to your next billing statement
Fri
Mar 10
5:14 pm
Call to XFINITY
You contacted XFINITY support.
Mon
Feb 20
11:40 am
Call to XFINITY
You made a sales call to XFINITY support.
Mon
Feb 20
6:40 am
Call to XFINITY
You contacted XFINITY support.
Sun
Feb 19
7:17 pm
I am not getting the services I am paying for, I have to call everytime there is an outage to receive a credit. For instance on March 16th, my internet was connecting off and on all day yesterday. I called Comcast today and they said that they see no record of an outage. Therefore, they did not credit me for the lack of internet service. This is a fraudulent way of keeping records and does not truly reflect service issues. Four technicians and 2 outside techs have been sent out to address this issue. All on separate occasions. As of 3/16/17 my connectivity is very poor and per Fast.com (website that comcast gave me to check) my speed was 1.9 mpbs. This is unacceptable.
Ticket: # 1511503 - Our speeds aren't what we're paying for.

Date: 3/17/2017 6:04:08 PM
City/State/Zip: Prairie Village, Kansas 66208
Company Complaining About: Time Warner

Description
We pay for 300 Mbps download and 20 Mbps upload, but we only get around 150 Mbps download although we do get at least 20 Mbps upload.
Ticket: # 1511714 - poor internet service

Date: 3/17/2017 8:16:28 PM
City/State/Zip: Donaldson, Pennsylvania 17981
Company Complaining About: Frontier Communications

Description
Internet service is weak, slow and stops whenever it feels like it. I have called many times in the past and have given up. I was even told more than once by a representative that they know there is problems with the service that they wont even send out a technician to address it. They admitted that the system is overloaded but yet they keep sending things in the mail trying to get new customers. It is well known in my general area that there service stinks and they know there is no competition. The people are sick and tired of this and hearing all the excuses. We are all stuck with this and nobody to help us. My geographical area lives in the dinosaur age with phone, internet, tv and cell service coverage. But yet we are all expected to pay the same rate as people that have good service.
Description
My ISP is Maximum Access Internet in Rayville, Louisiana. Although it works at times, my Internet Speeds are good somedays and horrible the next. I don't feel as if we are getting the most out of what we paid for.
Description
On 3/16/2017 called cox. Speed in am less than 0.05 mbps. They tried to fix problem remotely. Could not. They sent tech out. Nice person named Katy. She said the problem was coming from the tap and would have someone come and fix. She scheduled to put in a new cable from outside box to modem. SHE NEVER SHOWED OR LEFT A MESSAGE FOR AN APPT FROM 5 to 7 pm.on 3/17/2017 am. Meanwhile a man in a Cox vehicle was sitting in a Cox vehicle outside my home. I asked what he was doing. He said he was having lunch. I asked if he was was sent to my house. He checked his laptop. He said that he had previously been next door and had requested a cable replacement between a neighbor's house and mine. So for the past 3 days including this am my internet speeds have been slow. My last speedtest at 9:44 am is at 1.57mbps. I am paying $ 62.99 for speeds of at least 15.00 mbps! Please have Cox fix the problem and offer me restitution for not delivering the services I am paying for. Also Cox has a monopoly in this community which is the root of the problem. When the time comes we hope the FCC will expedite the approval process for competitors.
Ticket: # 1511955 - Insufficient Internet

Date: 3/18/2017 10:20:50 AM
City/State/Zip: Tiger, Georgia 30576
Company Complaining About: Windstream Communications

Description
I have been a Windstream consumer for over 25 years. The ONLY reason I have been with them this long is because I have no other option for phone and internet in my area, Tiger, Ga, Rabun County. I use the internet constantly for work from home business, and my job in Clayton.

Having Windstream, and paying them $90 dollars a month, actually costs me additional income, due to slow, intermittent, and internet down times, and I am currently paying for the package that offers the highest speed available. Since "upgrading" to this "higher speed package" 3 years ago, I am now certain this is just a marketing scam.
Ticket: # 1511981 - Bad Install Experience
Date: 3/18/2017 10:52:09 AM
City/State/Zip: Youngstown, Ohio 44506
Company Complaining About: Time Warner

Description
On Thursday, March 17th the technician John arrived around 1:15pm to install my internet service, John installed the services then came to me and said he had good and bad news. The good news was that he was done installing services, the bad news was the service did not work. I advised John until my services worked I would not be signing off. John threatened me that if I did not sign the forms he would go to the poll outside and cut off my internet services, I told John to do what he had to do because I was not signing. John then yelled that I was still going to be charged for the service call since he did all of the work. I then got on the phone and called customer service to tell them about my experience, the customer service rep said he thinks he could fix the problem, he instructed John on what to do and the services worked around 3:40pm, I then left for work & returned home around 10:30pm and the services were not working. I called customer service on Friday, March 17th and they said they would send someone out to fix the problem and I would get a phone call within the hour to get a time no one ever called, so I called 2 more times at 4:30pm & 7:30pm and was given the same instructions. Finally on Saturday, March 18th I called and the rep told me a tech could not return to my home until Tuesday, March 21st. I opted out of repair and disconnected my services.
Ticket: # 1512253 - Fail to deliver service that was advertised

Date: 3/18/2017 3:18:27 PM
City/State/Zip: Erie, Colorado 80516
Company Complaining About: Comcast

Description
Hi,
there have been multiple instances over the last several months, specifically recorded by comcast 03/18/2017, and 03/03/2017; and multiple other cases communicated to comcast but not documented by comcast as an outage rather blamed on customer equipment. The main issue at hand is the repeated slow and underperforming performing network speed. I have given up on contacting comcast customer service as they are only interested in "rebooting" my modem and not taking a deeper look into how their network within the vista ridge neighborhood consistently under-performing. Attached is a recorded speedtest for my package of "blast plus" consisting of 105mbps I am getting 1.48mbps about 1/100th of the advertised speed.
Ticket: # 1512441 - Comcast TV and Internet
Date: 3/18/2017 7:16:36 PM
City/State/Zip: Richland, Michigan 49083
Company Complaining About: Comcast

Description
Only have service through Comcast for six weeks and so far went through three tv boxes and two modems for internet! We are not getting the appropriate service or connections for our internet. We have had four technicians come out to investigate our problem and nothing! They have left us hanging telling us we have only 50% of our speed. So if we only have 50% of our speed, then we should only have to pay for 50% of our bill! Not getting any answers to why we can't get the right speed that we are paying for! I don't feel it's right that we take a total of 8 hours of our time to be at our house in order for a technician to investigate out problems and can't fix!
Ticket: # 1512510 - poor unreliable service poor customer service
Date: 3/18/2017 9:14:19 PM
City/State/Zip: Davenport, Iowa 52804
Company Complaining About: Mediacom

Description
mediacom hasn’t worked for us well the entire month of March. Of course when I call they want to check our service thru the modem and their answer is it is just fine. Or they send a technician who doesn’t do crap and then you beg the technician to send a real worker before they fix the signals outside or the lines. Lines I was told are coated in peanut oil and birds squirrels etc love chewing threw that stuff which causes water damage to the lines which can give a bad signal on and off but never enough to detect when you actually call usually.

And here we are again. No technician and one housebold memeber complaining nonstop 24 hrs a day that we need internet that doesn’t cut off his online games. Need a better system of ensuring we have high fast speed reliable internet they lie about selling to us each month before I lose my mind the speed and connection is inconsistent. At one point line was damaged a few months ago, it took 4 service calls and mediacom insisting we needed a new wireless router from best buy, before they said it was water damaged line outside. We returned the new wireless router and hooked the old one back up for an out of our pocket savings mediacom insisted was our problem of over 350 dollars. Naa hee we are again. it is like fighting a battle for months on end or weeks before ever finding a solutiin when their service has issues they refuse to fix right away. I give up but it really is our only option. At one point they told us it was our problem we weren’t getting their full speed they promised and that speed is based on who is using it in our house so rarely do we ever for ma y years ever get speeds we pay for, more importantly we rarely ever get internet without spikes and drops in that speed where we can even lose signal just long enough to ruin hours worth of costly stats on an online video game. this costs us dramatically as we gotta have those perfect hugh scores and if mediacom dont deliver what we pay for, we pay dearly to improve stats on that darned game. Not everyone here understands why internet cant just work well and be reliable. I do understand there can be outages, but seriously on a weekly and daily basis my hair is turning grey dealing with it all with no relief in sight.
Ticket: # 1512872 - The price goes up yet the speed never gets higher
Date: 3/19/2017 4:13:20 PM
City/State/Zip: Langeloth, Pennsylvania 15054
Company Complaining About: Verizon

Description
I've had Verizon's internet service since we've moved here in 2006. At that time, we were paying just $14.95 (pre-tax) as part of a "Triple Play" bundle which I'm still enrolled in today. We were and still are in a category of service referred to as "Internet Enhanced" which for my area listed speeds of between 1.1 Mbps - 3 Mbps. Now I can't recall what our average speed was then so let's jump to today. Last month Verizon decided they needed to raise our internet price by $7 to "continue to bring me quality service." Of course I didn't know about the increase until February since I didn't see the notice that was on the second to last page of January's bill mixed in with some CPNI tracking nonsense. So now the internet-only price is $33.01 (pre-tax) and my speed will not get higher than 1.504Mbps/445Kbps on its own and those are just the speeds that the router reports. I just ran a Speedtest, for example, and that gave me 1.29Mbps/390Kbps with a 61ms ping. I said it won't get higher on its own because when I would call Verizon in the past they would "turn up" my speeds for me. The biggest amount I ever saw was a 3.2Mbps download speed and I can't recall the upload speed. It only lasted a few days. Also, there are a few times during a typical day where the internet will just stop and turn back on or it somehow loses speed while it's still on and when I go to check on it I see speeds of less than 1Mbps and then I'm forced to keep restarting the router until I get up to (what I'm assuming is) my pre-set limit of 1504Mbps/445Kbps. A few more things I would like to mention. 1) If you look at Verizon's page there are tiers of "Internet Enhanced" options that start at 1.1-3Mbps/384-768Kbps and go up to 7.1-15Mbps/1Mbps and they are all offered for the same price. So while I'm getting the middle range of the lowest "Internet Enhanced" package someone else could be enjoying those 15Mbps downloads while paying only $1.98 more (pre-tax) than I am now. 2) Verizon is the only DSL provider where I live and I'm about 25 miles too far from Pittsburgh to enjoy their FiOS service which offers significantly faster speeds.
Ticket: # 1512945 - Time Warner Cable, now Spetrum
Date: 3/19/2017 6:20:17 PM
City/State/Zip: Rochester, New York 14622
Company Complaining About: Time Warner

Description
Every time I try to watch a streaming service Lingbox, Netflix or Vudu I have restart my cable modem and wifi adapter. I never see issues when streaming YouTube. I am subscribed to a 30Mbps service and when I test my connection at "internethealthtest.org" I average about 2Mbps. This is very disappointing and I feel I was deceived about what my 30Mbps service I am paying for.
Ticket: # 1513075 - Allowing another company into AT&T's territory.

Date: 3/19/2017 9:57:34 PM

City/State/Zip: Chickamauga, Georgia 30707

Company Complaining About: AT&T

Description

I am building a new house, and it is one of only three in AT&T's territory. Chickamauga Telephone Company offers phones, TV, and internet service on a fiber optic line, and their territory ends 300 yards from my house. AT&T's line was installed many years ago, and the internet is slow and unreliable. My son does online school and needs fast reliable internet. Chickamauga Telephone would be glad to provide me with service, but won't come into AT&T's territory. There are only three house in AT&T's territory, and we would all like reliable internet. Therefore, Would you give Chickamauga Telephone Company permission to provide us with reliable internet? My son has the right to an education online and with AT&T's current unreliableand slow internet, he won't be able to upload his school assignments and projects because they require large bandwidths to download.
Ticket: # 1513083 - ISP
Date: 3/19/2017 10:04:55 PM
City/State/Zip: Franklin, North Carolina 28734
Company Complaining About: Morris Broadband

Description
Slow unusable internet when i call to inform the company Morris and broadband i get the run around. Tell last week were they tell me the line is taxed and i have to deal with it. I demand a manager he claims he will get me a eta on fixing it and is now avoiding me.
Description
Since we have had Frontire as our ISP, in three different locations of Boone County we have only rarely ever had the advertised speed of 6mbps. Of the five years we have used their service we were only able to get the full speed when the service was first installed at our first two locations. That was as to last only a couple of weeks. The majority of those 5 years we have only ever had a connection speed of 1-3 Mbps - that they themselves have said is a mistake. Our biggest complaint, and the typical reason for us to contact them is that our service is often times null. The service is frequently disconnected. The disconnects can happen frequently: being off for several minute, then on again for several minutes. This could last a day or two. The service also frequently will be off several hours a day, clearing up the next. The service has also on several occasions been off for 1-3 entire days before coming back on. Never an entire week has passed in the 5 years that our service was on without disconnects. They have been clueless and careless about the situation. We have had technicians come to our home only to be to tell us that we do not even have a connection. Their representatives have laughed at us and shown no concern. Often imploring is to just leave their company. In our third location, moving their service, here, they arrived 2 weeks late, installed our internet saying only when they arrived that we can only get 3mbps (we were reviewing 1.5-2 after installation). We had a connection for two days, with various disconnects throughout, until the service has been disconnected completely. Three days now and still no service, waiting three more days for a technician to arrive.

To surmise: In five years, in three different locations we can not even get a measly 6mbps that they advertise. In five years almost everyday our service will disconnect completely. Almost every single day our service will disconnect several times a day, lasting thirty seconds to an hour.
Ticket: # 1513270 - Frontier Service
Date: 3/20/2017 9:08:05 AM
City/State/Zip: Saugatuck, Michigan 49419
Company Complaining About: Frontier Communications

Description
The Frontier Service at [b] (6) in Saugatuck, Michigan is horrible. It cuts out multiple times during the day, and even when it does work, it is very, very slow.
Ticket: # 1513401 - Internet Speeds always below and inconsistent.

Date: 3/20/2017 10:22:12 AM

City/State/Zip: California, Maryland 20619

Company Complaining About: Metrocast

Description

The community in California, MD have been dealing with internet speeds well below the advertised speed and very inconsistent. Multiple residents have reported and complained and it never gets any better. advertised speeds are 150 and last night hard wired I was getting 5mps.
Description
I am using Comcast for last 4 years but for last 4-5 months in my new apartment either I don't get internet or the speed is very low. I moved in to the current apartment on September 2016. From then on the speed is not always what is promised. From last 4-5 months the problem has escalated to the unbearable limit. 1 month ago, the connection was gone, and one comcast technician came and did something which made it worse and we did not have internet from three weeks. Comcast compensated for the inconvenience and they fixed something. After that the speed was totally inconsistent. I can not even browse a website sometimes. I thought this is temporary but 4-5 days ago the connection was gone again. The technician came after few days of no connectivity, he fixed something and internet came but after an hour or so the connection was gone again. I have been paying them without any delay but I am not getting the desired service. I am really helpless, so I am complaining to you. Hopefully you will take the problem in consideration. Thank you.
Ticket: # 1515127 - Re: Internet problems
Date: 3/20/2017 7:48:44 PM
City/State/Zip: Manati, Puerto Rico 00674-0989
Company Complaining About: Claro Puerto Rico

Description
This is a follow-up to your previous request #1341093 "Internet problems"
Ticket: # 1515233 - Att Internet issues
Date: 3/20/2017 8:57:23 PM
City/State/Zip: Cheney, Kansas 67025
Company Complaining About: AT&T

Description
Called att on Wednesday 3/15/17 due to the fact my Internet had been really slow. Was only getting about 4mbps when I've been paying for 18mbps. Said no one would be available until today 3/20/17. The technician showed up and somehow my Internet speed went up was fine. He left and it went back to being crappy. I called att again told them what's going on and they inform me there is nothing they can do and may be possible to send someone out again on Thursday 3/23/17. They have also on their own done automatic withdrawal from my account without even notifying me, haven't even received a paper bill when that's what we are signed up for. Won't work with us and I'm paying for services I can't even use.
Ticket: # 1515363 - Airwaves Networks - Copper Beech Townhomes in Harrisonburg, VA

Date: 3/20/2017 10:47:24 PM
City/State/Zip: Harrisonburg, Virginia 22801
Company Complaining About: Airwaves

Description
Throttled internet. Verizon.net would not even load as a webpage when trying to access email. "Maintenance" went on for several weeks to "improve" the speed but after conducting speedtests before and after maintenance the speed actually decreased.
Ticket: # 1515370 - Advertised Speeds never achieved during peak hours

Date: 3/20/2017 11:02:50 PM
City/State/Zip: Fort Worth, Texas 76244
Company Complaining About: AT&T

Description
This issue seems to impact my whole neighborhood. Everyone around us seems to be affected by decreased speeds during peak hours and constant outages. AT&T will just come and replace the router/modem saying the issue is fixed, but the problems are still persistent throughout the neighborhood. AT&T must know they are the only internet provider in the neighborhood with no competition, so they refuse to update the infrastructure.

Every week I hear about these same issues on our neighborhood message boards from many different people. AT&T needs to come out and assess their infrastructure for our neighborhood. They need to update it to the quality of the new neighborhoods that are being built around us and they need to actually fix these long standing issues that are plaguing all these people.
Ticket: # 1515600 - CINCINNATI BELL INTERNET SERVICE AND SPEEDS IN MY AREA

Date: 3/21/2017 9:10:44 AM
City/State/Zip: Oxford, Ohio 45056
Company Complaining About: Cincinnati Bell Telephone

Description
My husband and I and a whole bunch of my neighbors (which are my friends) have internet service with Cincinnati Bell. For the last 4-5 days the internet has been slow and freezes up. We are all paying for high speed internet and the speeds of the internet are worse than dial up. Cincinnati Bell has been telling us for years that they are going to upgrade our system (Reily Township area) near Oxford, OH and they have not done so. We feel that the FCC needs to step in and make Cincinnati Bell do the right thing and upgrade our system. We live in a rural area and feel that they do not want to spend the money to upgrade the system. The service is terrible and we do not have any other choice except for Satellite in our area which we are told is not very good either. Please help us and make Cincinnati Bell do the right thing and upgrade our system. Thanks.
Ticket: # 1516103 - internet service
Date: 3/21/2017 12:01:32 PM
City/State/Zip: Poteau, Oklahoma 74953
Company Complaining About: Windstream Communications

Description
Internet service is so bad that things time out and do not even pull up what I am trying to research. I run an auction once per year that is my biggest income. A large part of that auction is on the internet. This year the internet went down on lot 2. Most speed test will time out and not give me a speed. The hub has been over sold to the extent no body in that area including the school can use the internet like they should be able to. It is extremely frustrating to try to run a business that needs a hard line and cannot get the service that I am paying for. The kids cannot use the internet for the education they need because of poor service. We are all at Windstream's mercy to run a business and provide our kids an education. Because they over sell capacity and choose not to upgrade, the area cannot and will not grow and flourish. Windstream's choice not to upgrade is holding back other people's, our Monroe school children included, success. Please consider upgrading as my families success and our school children's future depends on it.
I also try to teach internet classes for our local college and it is very difficult to do when you cannot even pull up a site when you need it to teach the class.
Ticket: # 1517751 - Internet download very slow (0-5% of advertised speed)

Date: 3/21/2017 10:13:44 PM
City/State/Zip: Rockton, Illinois 61072
Company Complaining About: Charter

Description
My internet connection is very slow. Downloading simple drivers takes hours, when it should take seconds. This was the first incident of slow internet.

I used various Internet speed tests, and a couple of them checked out: I received advertised speeds. However, using a couple independent speed tests, like testmy.net, SpeedOf.Me, and M-Lab based tests, I only received 0-5% of the advertised speed. This is mirrored in downloading most images and files off the internet. I also pinged "GOOGLE.COM" 100 times and it was discovered 15% of the requests were dropped.

I am suspecting Charter is throttling my connection speed as to not grant the advertised speed. This may have been triggered when I downloaded several large files as well as streamed a score of HD movies (all from legal sources, like Netflix, NBA on TNT app, Amazon, and qBittorrent).

It is unacceptable for these speeds to go on. Not only do I get +30% ping in online multiplayer games, I also cannot run concurrent HD streams. Many of the websites I visit take a noticeable amount of time loading.
Ticket: # 1517776 - Poor Internet Service

Date: 3/21/2017 10:38:20 PM
City/State/Zip: Dallas, Texas 75206
Company Complaining About: Time Warner

Description
There have been a large number of people moving into my area and the internet service slows down at peak times whereas streaming cannot occur.
Ticket: # 1517797 - AT&T is NOT providing what I'm paying for..Fiber

Date: 3/21/2017 11:05:36 PM
City/State/Zip: Jacksonville, Florida 32225
Company Complaining About: AT&T

Description
Over the past few months people have wrote AT&T in their support community forums advising of a horrible issue with their speeds. For streaming sites like Youtube. However, if you connect to a personal VPN connection. You don't get the speeds your paying for but able to actually see the content as it buffers and plays just fine. So this is definitely AT&T! This is an on going issue and AT&T refuses to do anything about it. Their phone and online support basically don't care because the speed test say we are getting those speeds. So why was my Comcast connection I had last month faster than this. As that was 50/35 speed on coax. Ridiculous...


If you go through that. There are 5 pages of discussion and AT&T looks at it for a second around page 3 or so then went dark. But we always get the answers of basically. "We don't care. Deal with it.. Our speed test says your getting what you're paying for." Well then why do I have a 1GB/1Gb connection and having to buffer for 30-45 seconds on a 720p video? Simple math tells you that they are doing something.

All I care about is this getting looked at and getting what I pay for. It was working perfect when it was first installed. Then it's like I've been completely throttled on speed and only corrects itself (sometimes) for a few mins with a router restart. Then back to a crap connection for videos after a few mins.
Ticket: # 1517821 - Change in Internet Quality

Date: 3/21/2017 11:49:11 PM
City/State/Zip: Willamina, Oregon 97396
Company Complaining About: CenturyLink

Description
We had a Century Link Internet outage on Thursday March 9th at around 10 - 11 am. It came was repaired and functioning some time over night. However, many residents in the Willamina/Sheridan area (myself included) noticed a significant change in our Internet quality. Speeds were slower than usual, the Internet will pop on and off randomly, and our latency has greatly increased. I called Century Link about this issue. I was told a technician would be sent to check the substation on Friday the 17th. Instead a technician came to our house and had no intention of checking the substation. When I called about this on Monday the 20th, the representative was very confused and said they never tell customers they will send a technician to the substation. On top of all this, every time I called a representative they tried to test my connection and incidentally disabled the port to my modem, causing me to lose connection. It took 5 days for me to finally be connected to a supervisor who enabled my port so that my modem would connect, all the while the representatives insisted the problem was on my end. We need CenturyLink to check the quality of service in our area and please help us. Here is a sample example of a DSL speed test (from a 3rd party) so you can see what kind of speed we are dealing with. I am supposed to have 3.5 download speed:
http://www.dslreports.com/speedtest/12436070
Ticket: # 1517998 - Re: Century Link may be slowing my connection to get me to upgrade

Date: 3/22/2017 9:03:38 AM
City/State/Zip: Centennial, Colorado 80122
Company Complaining About: Centurylink

Description
Results of IC# 1357662
I filed a complaint against Century Link December 2016 because my internet would slow 'way down, and then somebody would knock on my door, I assume to try to get me to upgrade. I've also gotten LOTS of mail and some phone calls from Century Link for the same purpose. I've had bad customer service from this company, so I'm disinterested in buying more stuff from them (certainly not internet, because they use an "up to" cop-out phrase to describe speed, and then what I get is always at the very lowest end of the range, and when things go wrong, their reps are no help at all). I received a letter dated January 10, 2017 from a Brenda Spence, insisting that I get my full download speed, which I don't -and I know because I use a meter to measure it. (Unfortunately for Century Link, THIS customer has an IT background!) She also insisted Century Link doesn't ever deliberately slow speeds. The letter referred to me as "he", although I'm not.

The letter never used the words "sorry" or apologize" - it said it "regrets" any service issues I'm having. It specifically promised I'd be removed from solicitation lists for door to door sales, and gave me a number to call if I wanted upgrades.

Several weeks later, on March 8, 2017, another agent knocked on my door. As I believe I stated on my original complaint, I have a sign at my front door stating that I don't want to be bothered by door to door salespeople. The agent said, as others have said, that he had read the sign but that this wasn't a sale. Since it obviously was, I told him to leave immediately.

This one was polite about it. So when I saw him around the neighborhood later, I asked him to satisfy my curiosity that this was Century Link trying to get me to upgrade. He initially denied it, but then launched into a spiel about faster internet and TV services. As I talked with him, he revealed that he didn't work for Century Lin, but for a third party company they hired to contact their customers, and confirmed that he was working from a list, and that I was on it. I told him I had filed an FCC complaint and had been promised in writing that I wouldn't be contacted again, and he seemed to have heard similar stories from my neighbors as well. He said that one of them had been much more angry than I was, and he apologized that I had been bothered. (This is more than Century Link, whose fault this is, ever did.) I told him I would be contacting the FCC again, but that this clearly wasn't his fault, and probably wasn't his company's fault, either, since I'd been on the list from which Century Link had promised I would be removed. I'm letting you know this in the [likely] event that Century Link keeps telling the FCC that it asks the third party company to remove customers from its contact lists and the third party company fails to do so. I really, really believe Century Link simply promises to remove its customers from the list and then does nothing. That has been Century Link's pattern of what it likes to call "customer service>
I'm letting the FCC know about this without filing an additional complaint because it's clearly a waste of the FCC's time to file these against Century Link, which is a dishonest company whose promises mean nothing. I'm sure the FCC is very aware of the violations Century Link (and even worse companies like Comcast) is committing and is on the case, and I'm just providing this follow-up information to the FCC for their own records.

I'd like to have it on the record with the FCC that these are the kinds of things hapless internet customers have to suffer through when internet service isn't regulated as a utility. It's something we need, but when it's not regulated, we're treated more like marks than customers, and it's disgusting. Thanks for your attention to this matter. If you need additional information from me regarding Century Link's behavior, I'll be glad to try to provide it.
Ticket: # 1518637 - Commercial AT&T ISP services

Date: 3/22/2017 12:47:13 PM
City/State/Zip: Center, Texas 75935
Company Complaining About: AT&T

Description
AT&T is not providing the services or support we are paying for. We have had a trouble issue for the last 3 months and cannot get any support. What assistance we are getting equates to running us around in circles and offering misinformation.
Ticket: # 1520008 - Re: frontier internet
Date: 3/22/2017 7:44:35 PM
City/State/Zip: Westville, Indiana 46391
Company Complaining About: Frontier Communications

Description
This is a follow-up to your previous request #1360174 "frontier internet" 4 months in and no results. same documented issues. i was told by frontier rep to keep complaining to fcc until the fcc forces frontier to upgrade equipment and stop taking stealing from customers
Ticket: # 1520034 - Frontier failure to provide paid for services
Date: 3/22/2017 7:57:30 PM
City/State/Zip: Westville, Indiana 46391
Company Complaining About: Frontier Communications

Description
Ongoing problem, I paid for internet and Frontier fails to provide internet. Frontier says they fix the problem, close the ticket and moves on. I was told by a frontier rep to keep complaining to FCC until they force frontier to fix the issue. Frontier is stealing from the customers.
Ticket: # 1520343 - Comcast Inconsistent Speeds which they are not resolving.
Date: 3/23/2017 8:14:06 AM
City/State/Zip: Battle Creek, Michigan 49037
Company Complaining About: Comcast

Description
I have been a Comcast customer since June of 2016. We purchased our modem at a retail store which is one of Comcast's compatible devices. I have had to call Comcast over a dozen times since then regarding the irregular speeds of our internet service. At first we had to upgrade our speed to accommodate us streaming Netflix, Amazon Prime, Spotify, Pandora, etc.

We went from 10MB to 25MB which is what the Comcast technician told us we needed to get what we wanted for the streaming service. It has been nothing but a headache and Comcast had a few technicians out and one of the last times we were told that it was a problem on the line more than likely outside of the house. When the technician came out they did not do anything on the outside but just replace parts on their end on the inside of the house. This did not fix the issue. When I called Comcast again they suggested going to 75MB speed. So we upgraded again. We still see inconsistency with the Internet service. We are supposed to be able to stream on several devices at the same time and the internet will still time out on one of the devices if both are ran at the same time.

I called Comcast support again and they told me that we had to get with Arris (modem manufacturer) on this issue. Worked with them and they did not see any issues on the device after we did work on it. I honestly have spent about 10 hours total over the past 9 months which is insane to have to call so many times for the same issue.

We used to have Charter and never had these kind of problems with the devices that we have in our house. However in our area we are in we are stuck with Comcast or no internet which is not an option for my job. Comcast does not care about their customers and will do anything to make more money even if an issue is not taken care of. I work in the Information System industry and I know how to troubleshoot connection issues.

They have not charged for any service calls but I had to fight to get those charges reversed from talks with previous Comcast support people who said we would not be charged but when I had to call Comcast again regarding issues I had to go around and around to get the charges reversed or for us not to get charged. My recent bill was supposed to be $28.08 which I see online. But they took out $125.84 for the month of March. That is about $98 difference. Something needs to be done to get Comcast to actually service their customers so people like me do not have to deal with these types of headaches. Everyone that I know who has Comcast does not like them but they do not have a choice like myself because that is all they can get in their areas. Of course Comcast does not have a good reputation.

Attached is a copy of the amount that we were supposed to get charged and what came out of the account. I have also attached a copy of the recent activity for March with the dealing with Comcast. This is only part of the calls I have placed. Unfortunately my account online does not let me go further back but Comcast should have all of that documented.
Another attachment is the Data Usage Overview for my account and it shows the wrong download and upload speeds that we should be getting. It shows 25MB for download and we should be getting 75MB. The final screenshot is what we are getting billed for. This could be part of the issue since it looks like Comcast does not have their act together.

Interesting how we had to get a cable box for the 75MB at a 1 year rate of $59.99 which is the same we were paying for the 25MB internet only. The charges were about $66.95 at that time. Now the charges are $82.93 which is about $16 more a month when we were never told that it was not going to be any more than what we had been getting charged previously.

I have already given Comcast a heads up a while ago that I was going to file a complaint with the FCC and they really did not care.

Please feel free to give me a call if this needs to be discussed further or if you need more details.

Thank you for your time in this matter.
Ticket: # 1521783 - Missing appointments for repair of DSL service.
Date: 3/23/2017 3:37:58 PM
City/State/Zip: Cornelia, Georgia 30531
Company Complaining About: Windstream Communications

Description
After 6 calls to windstream and two appointments missed I have no resolution for my internet issues. I have been unable to use my internet for 5 days as of this complaint. I have missed two day of work waiting for windstream to honor their appointments. I now have been told that they will have to come on another day, which means I would have to miss a third day of work for them to fix a service I am paying them for. Since they state that a tech will be there between 9am-6pm that is too large of a window to plan a partial day of work. I do not get paid when I am not at work, and their constant disregard for keeping appointments is causing both monetary issues and issues with work.
Ticket: # 1522452 - ISP is unresponsive
Date: 3/23/2017 8:07:02 PM
City/State/Zip: Ridgedale, Missouri 65739
Company Complaining About: Centurylink

Description
I have CenturyLink DSL high speed internet at my home. I pay for their "up to 10 MBS" service. The service is very unreliable at best. Although it has tested at 10 MBS at times, it does so sporadically. When gaming on Xbox Live, every evening the service falls flat on its face. I have ran speed tests during these times and found the download to vary between total failure (unable to initiate a ping for the test), to speeds of a few hundred KBS to 1 or 2 MBS. Uploads have varied from a few KBS to around 250 KBS. I have been on the phone with customer service several times about this issue. My home is less than a half mile from the DSL switch and should not be experiencing such troubles. Back in February of this year, customer service had to reset my line relay at the DSL switch. I am not the only person in the neighborhood experiencing poor internet service. A neighbor across the street is having the same issues in his home. When I have contacted CenturyLink Customer Service about this issue, and tried telling them that the problem is either in the DSL switch, or in their trunk line coming into the neighborhood, they do not listen and will not have dispatch a service technician to check the DSL switch and cable trunk line. Instead, they tell me they can fix the problem (meaning it is in my home). One CSR tried telling me that over 20 wifi devices were actively connected to the modem/router. Only 5 were on and connected to it. He was reading the log of everything that had been connected at some point in time. I did have a wireless access point connected to it and he said it was the problem. Said if I were to completely shut it off and disconnect the power and the LAN cable, it would "permanently correct the problem. I did as he said and removed it from service, resetting the modem/router in order to start fresh. The "permanent" fix lasted about 20 minutes, at which time the internet service fell flat on its face again and I lost connection to Xbox Live in the middle of a online game. This evening I have been running speed tests on my cell phone (connected to my home wifi) and have only been achieving download speeds of 7 to 8 MBS and better uploads of 1MBS. CenturyLink needs to check the DSL switch and their trunk line serving this neighborhood and fix whatever they find, as I am very frustrated with them.
Ticket: # 1522796 - Xfinity Speeds Extremely Slow / False Advertising

Date: 3/24/2017 7:56:27 AM
City/State/Zip: Chicago, Illinois 60622
Company Complaining About: Comcast

Description
The package I signed up for with xfinity last year (Jan 2016) no longer has the same speed connection, which is what I agreed to in my contract. I've contact their support team - as well as Apple's - and Sprint's to look into troubleshooting options and all symptoms point to Comcast/Xfinity. Also, they randomly started charging me for a modem in Sept even though I use my own. Even though they reversed the bill, I'm wondering if there have been other recent complaints for their cable/internet connection speeds near chicago 60622. And if modems can be affiliated with two accounts.
Ticket: # 1524174 - Comcast Internet Tv and Billing issues
Date: 3/24/2017 3:33:45 PM
City/State/Zip: Sebastian, Florida 32958
Company Complaining About: Comcast

Description
Good Afternoon

I signed a contract for 24 months in July 2015 and was told I'd get 75 MBPS Download speed and 10 MBPS. At times I get close to that, but 75% I'm running at less than 20 MBPS and the general rule is I'm at less than 10 MBPS.

It seems every-time I call and complain I get full speed for a few weeks. My wife and I both work from home she has lost tons of time with slow and down time of our internet, but she gets paid either way, I am Hourly and have lost a few thousand dollar with slow and down time I can't bill for. Because of the slow internet I have to turn my router on and off all the time just to get 10 MBPS. Also out Netflix and Amazon run at SD speed.

Also My bill goes up with out notice and reason why.

[b] (6)

[6]

[6]
Ticket: # 1524827 - internet issues
Date: 3/24/2017 7:41:35 PM
City/State/Zip: Bristol, Connecticut 06010
Company Complaining About: Comcast

Description
no internet connection my internet can not upload nothing did a speed test says 0 called comcast 8x in 5 days they refuse to send a tech out and people were rude and told me no one else has not called them about this issue! i am just sick of unplugging my internet and hoping the phone works or the internet will work but nothing and they say well thier signal looks good well i think someone should come out here and look at the tap or something i have aultimate speeds and i am as slow as dial up.
Ticket: # 1524906 - Internet is horrible
Date: 3/24/2017 8:37:30 PM
City/State/Zip: Spring Creek, Nevada 89815
Company Complaining About: Frontier Communications

Description
My Internet is off ham on all of the time. When it is on it is extremely slow and spotty. It is absolutely unreliable and expensive for such poor service. So many others in Elko County are absolutely frustrated and want change.
Ticket: # 1524974 - CenturyLink
Date: 3/24/2017 10:27:02 PM
City/State/Zip: Mabank, Texas 75156
Company Complaining About: Centurylink

Description
I live in [redacted] park in the city of Mabank Texas. The only provider we have is CenturyLink and we are limited to 3 my service. I continuously have to reset the modem because one of my computer's can't link to the router. EVERY time I call into tech support I am told my area is having issues with a slow internet connection. I am also told by the technician's around the area that they are trying to run too many customers on outdated equipment and they say CenturyLink has the new equipment but have no plans to put it in because we are too small a market.
Description
I can watch Netflix movies but not Amazon movies. Last week Time Warner Cable became Spectrum, it slowed my internet speed and raised my monthly bill.
As a result of this corporate change from Time Warner Cable to Spectrum, I am precluded from using Amazon video.
Ticket: # 1525160 - Frontier DSL Internet Service
Date: 3/25/2017 9:39:56 AM
City/State/Zip: Sherman, Texas 75092
Company Complaining About: Frontier Communications

Description
DSL service works perfect, for less than a day. Yesterday, they had me unplug my modem, and wait a minute. It worked fine after that. This morning, it was getting very slow, again, so I went to the setup in the modem, under DHCP, and releasing and renewing, fixed it. I called Frontier support, and they said that there is nothing that they can do about it. So, the service needs to be taken away from Frontier and given to someone that is interested in doing the job.
Ticket: # 1525188 - Slow Internet speeds for over 1 year and several complaints
Date: 3/25/2017 10:28:29 AM  
City/State/Zip: Montpelier, Virginia 23192  
Company Complaining About: Centurylink

Description
Century Link continues their slow internet speeds and never fixes the issues. This has been a complaint for over 1 year. They recently installed a fiber optic cable from Charlottesville to Montpelier and everyone on DSL has not been able to obtain the internet speed at which they subscribe. They advertise and even market greater speeds in the area and only when customers subscribe and installation is scheduled we get calls notifying us the service in not available in our area. Sounds like deceptive advertising. They can not even provide the correct speed that we are currently subscribing. Phone line speeds are faster than the DSL. I am currently getting .04 DSL internet speed.
Ticket: # 1525239 - Internet service intermittently not up to advertised speed
Date: 3/25/2017 11:25:28 AM
City/State/Zip: Falmouth, Maine 04105
Company Complaining About: Fairpoint

Description
Several times a week, the download speed of the internet connection slows from its advertised speed of 3Mbps (2.3Mbps measured) all the way down to 27kbps. Many calls have been made to support, and technicians have been out to try and fix the problem.
Ticket: # 1525252 - Paying for inferior internet service

Date: 3/25/2017 11:42:58 AM
City/State/Zip: Margate, Florida 33093
Company Complaining About: Blue Stream (bought Out Advanced Cable)

Description
Advanced cable had a contract with the city of Coral Springs for many, many years that would not allow any other cable company to provide service in our city (Coral springs, FL) and a few months back they sold out to Blue Stream. For some reason that contract is still in affect and the service has become horrid. It's out a lot and even when it works it appears that the speed is reduced. I'm getting download speeds of 28mps most of the time and my home computer has 8mb of ram. Most of the time pages I normally go to time out before they can load content. I just want the quality of service I have experienced in the past with Advanced Cable and a service that is more on than off. I don't like tech people who basically don't seem to care that we have no service and there is no transparency! and very long telephone wait times and if you wait for them to call you back you don't get the call which is also something I'm not used to.
Ticket: # 1525777 - I've been dealing with slow data speeds for the past 4 years
Date: 3/26/2017 2:54:18 AM
City/State/Zip: Commerce, California 90040
Company Complaining About: T Mobile

Description
I've called numerous times and they've promised me that I should receive faster data speeds by the mids of March, but I have yet to receive them. My Speeds are averaging out at 0.5 mbps download and 0.10 mbps upload.
Ticket: # 1525903 - Speed less than advertised

Date: 3/26/2017 1:29:37 PM

City/State/Zip: Onalaska, Washington 98570

Company Complaining About: Tds

Description

DSL is so over crowded in the area that internet speeds throttle down to 400kb/s most times of the day. Have spoken to customer service multiple times about the issue, but it doesn't show when they look, mid-day during the work week.
Ticket: # 1525929 - Deliverybility below expectation
Date: 3/26/2017 2:18:38 PM
City/State/Zip: Boca Raton, Florida 33434
Company Complaining About: Comcast

Description
Hello,
Beside all problem in the local area with several outages and downtime for Comcast internet and TV services, I hereby come again to complain about Comcast services delivery in this re.
As you can see in the attached picture, Comcast is delivering less than 10% of the contracted circuit.

This is been going on a lot, but today everything is very slow,

NO NEED to send technician in my house as you already changed everything i have in my house.

Please focus efforts in the central distribution and cables coming from your station.

About TV, the problem is with channel that i pay separately TV GLOBO, which is freezing again. Please don't came with the idea that the problem is with TV Globo, actually is don't. I have a friend who lives few miles from here and he says there is no probleme at his house
Ticket: # 1525958 - high cost of poor internet service
Date: 3/26/2017 2:49:05 PM
City/State/Zip: Rock Spring, Georgia 30739
Company Complaining About: Windstream Communications

Description
My internet service is a joke. My provider is Windstream. I get increases constantly for the service but I'm not getting the service I am paying for. I have called them before about a slow download speed and dropped signals. They come out check everything and find it is on their end. They fixed the problem for a short time increased my monthly bill and now I am experiencing the same problem. This is totally unacceptable for a business. Where I live we have just two choices for this service and I feel they take advantage of their customers for this reason.
Ticket: # 1526201 - Windstream Refusing to repair lines
Date: 3/26/2017 8:34:37 PM
City/State/Zip: Harrison, Arkansas 72601
Company Complaining About: Windstream Communications

Description
Windstream communications is refusing to repair water damage on the lines, acting like it doesn't exist, also refusing to fix the issue after complaints from us, and several others in the area, as well as having forcefully changed our plan from the 6 Mbps speed we were getting for seven years, to a 1 Mbps limited plan, against our wishes, and without informing us until we found out by a tech five days after they changed the plan data, we would of never known if it wasn't for a tech coming to 'repair' the issue, and telling us everything was fine, we were just limited for some reason. Also they have promised but never done much maintenance, and have never upgraded the lines to higher speed lines as promised several times over the past several years.

Included is a .png image of the average internet speeds since the forced reduced speed to "1" Mbps, to show that their maintenance and lines are so bad right now, that they can barely provide it on average.
Ticket: # 1526267 - Poor internet service
Date: 3/26/2017 10:21:53 PM
City/State/Zip: Mondovi, Wisconsin 54755
Company Complaining About: Frontier Communications

Description
Super poor internet service. The speed is unbelievably slow to the point where it's unusable. I've had so many issues in the last almost three years of service. Every time something goes wrong I'm told a person will be sent out to look at the problem but it takes at least a week for somebody to make it out. I've asked for a quicker speed and was told that 6mb is all that's available in my area. Well that's not enough. I'm paying for internet but can barley ever use it. Just plain unhappy
Ticket: # 1527276 - Re: [FCC Complaints] Re: AT&T internet
Date: 3/27/2017 1:19:43 PM
City/State/Zip: Jackson, Georgia 30233
Company Complaining About: AT&T

Description
This is a follow-up to your previous request #1418123 "AT&T internet"

Since my original complaint my service has gotten worse. I feel like I'm being ripped off paying full price and not getting the speed I pay for. They say they will update one day that I'm in a congested area. I think they should at least adjust my bill to the speed I do get. If they change me to a lower package then my service is worse than the old dial up. Please find a way to make AT&T give me what I pay for.
Ticket: # 1527490 - Problem with Buckeye Cable system wouldn't upgrade for internet

Date: 3/27/2017 2:13:20 PM

City/State/Zip: Toledo, Ohio 43605

Company Complaining About: Buckeye Cable System

Description

It was blurry and still slow internet not like fast like the way used to be and it should be upgrade more speed for internet. they over charge us
Ticket: # 1528151 - purposely slowing down my internet
Date: 3/27/2017 4:44:02 PM
City/State/Zip: Post Falls, Idaho 83854
Company Complaining About: Hughes Net

Description
My internet carrier purposely slows down our internet service for no good reason. My data allowance is still between 90%-100%. I have called and asked them to stop and to ask why they do this. No one seems to care they just say yeah they do that when your data allowance is low but mine was not
Ticket: # 1528650 - Random Speed Changes & Dissatisfying Service
Date: 3/27/2017 7:16:48 PM
City/State/Zip: Modesto, California 95350
Company Complaining About: AT&T

Description
We called multiple times before about our speed being lower than what they had advertised and offered us, as they did change our speed to what it was promised and gave a speed test to prove that it was at that speed. Once the call was over, I decided to check if the speed was okay, but I found out that the speed did not change to the new speed that we had called for. It stayed below 10 mb/s. Another situation occurred at around December 2016, our speed dropped down to below 1 mb/s while we are paying over $45 a month for this service which they promised a steady rate 20 mb/s. (Speed Test Proof: http://www.speedtest.net/result/5868468165.png). Their customer service was always so busy and we were stuck with that speed for a week until we got our service and got it resolved. However, following the months after, our speed has been constantly dropping below 10 mb/s again, and it already seems like too much of a hassle to have this resolved.
Ticket: # 1529215 - Poor Service
Date: 3/28/2017 1:16:58 AM
City/State/Zip: Franklin, North Carolina 28734
Company Complaining About: Frontier Communications

Description
I am complaining and will continue to complain until Frontier provides a high speed internet that is in fact high speed. My internet fails several times a day and I have to reconnect. It is often so slow that pages time out. I ran speed test on speedtest.com and it said upload speed was 1.24Mbps and my Download speed was 2.76 Mbps. I checked it again 3 minutes later and it was 1.08 Mbps upload and 34.73 Mbps download which dropped to 2.76 while the test ran.

I have a very difficult time streaming movies because it constantly buffers. I have complained in the past and all they do is change me on the port at the distribution switch which lasts until I get bumped because someone else complains and my service slows down again. I have been informed by service personnel that the reason for the inconsistent speeds is due to the fact that there are twice as many houses on the system then it is designed for. The tech's told me that Frontiers policy is to give us the internet anyway so that there will not be complaints about getting service. Additionally, Frontier has no intention of upgrading the equipment.

I am asking that they be held accountable for charging for high speed internet and delivering something less. We can not get any other internet without paying very expensive fees for it from Dish network. Frontier knows this and their attitude is that they are not responsible for speeds beyond 3Mbps. Their guarantee is for a minimum of 3Mbps and that rarely happens.
Ticket: # 1529329 - Hughes net
Date: 3/28/2017 7:12:49 AM
City/State/Zip: Taylor, Michigan 48180
Company Complaining About: Hughes Net

Description
Was to hear from hughes net in 7 to 10 days that was the 3/06/17 today id the 28 th
Ticket: # 1530020 - Internet & Cable
Date: 3/28/2017 11:14:37 AM
City/State/Zip: Lake Worth, Florida 33460
Company Complaining About: Comcast

Description
Was charged for services we didn't receive
Ticket: # 1530357 - Company slows my internet on vpn

Date: 3/28/2017 12:16:19 PM
City/State/Zip: Holiday, Florida 34690-6117
Company Complaining About: Frontier Communications

Description
The provider I am with is slowing down my internet when connected to my work vpn.
Ticket: # 1530472 - low speeds
Date: 3/28/2017 12:37:35 PM
City/State/Zip: Davenport, Iowa 52804
Company Complaining About: Mediacom

Description

mediacom had just been here a week or 2 ago. 2 trucks worth 2 visits. second truck gave new modem. first truck check lines and connections briefly..our speeds were up to 150. today our speed is going up and down currently at 32 not the 150 we are paying for. it goes up down intermittently. phoned mediacom. told the answering system computer my issue. was transferred to customer service who could do nothing after verifying my identity. then to a technician who checked and said no issues in my area that she could see and it would be friday before anyone can check anything. it certainly seems odd that after 2 visits less than 2 weeks ago we again are having the same issues. weather does have light drizzling misty rain today. perhaps rather than me waiting a week, for someone to again check my modem and invade our home and schedule where the issue is not at, they could just quietly send a professionally trained person to adjust the signals and check connections at the top of the poles in our neighborhood since no one did that last time and is where the issues usually begin.
i also do not know if we have wireless cable or dsl for the option topiick below.
Ticket: # 1531197 - ATT service complaint  
Date: 3/28/2017 2:47:25 PM  
City/State/Zip: Cloverdale, California 95425  
Company Complaining About: AT&T  

Description  
On 3/23/17 I had an appt with ATT between 8-12 to check my lines due to slow internet speed. I had advised ATT that the hours wouldn't work and changed to 1-4PM same day. The tech never showed up or called when the 8-12 appt was not kept per ATT's website and didn't show up or call for the 1-4. At 4:30 i called again and was told the 1-4 appt was never scheduled by the person I talked to and they would "prioritize" an appt for Fri the 24th. ATT would not give me a 4 hour window as required by law, at least in California and told me I would need to be home all day. I checked that morning on the website and again no appt was scheduled. When I called the same day, the 24th, ATT confirmed that again no appt was shown and rescheduled me by saying Tues. That to me was the 28th and I was not told that in fact, ATT scheduled it for 4-4, a week later. Today is the 28th and I have again talked to ATT's representatives (3 of them!) and 4-4 is the best ATT can do. I don't hold out any hope that this appt will be kept either. I have been lied to when no appt was really made on ATT's side and given the runaround by being transferred to different depts and people and spending hours on the phone. I wonder if some of this is because my ATT lines are copper, something ATT doesn't maintain since it doesn't want us to keep landlines which is my main account. In fact, ATT does not train new employees on landlines in detail as they now double as Internet reps also, again a sign ATT wants customers to go wireless. The discounts ATT gave me don't begin to placate me for the lack of service. To top it all off, this morning, an ATT representative stated in a somewhat threatening manner that the FCC required me to give him my cellphone # and I told him that was not true.
Ticket: # 1531345 - Poor internet speeds Adams Realtors

Date: 3/28/2017 3:16:32 PM

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description
We are having very poor and inconsistent internet speeds. We have called Comcast several times to no avail. This is for [b] (6) [b] (6) call me at [b] (6) [b] (6)
Ticket: # 1532332 - Slow internet
Date: 3/28/2017 8:11:34 PM
City/State/Zip: Dayville, Connecticut 06241
Company Complaining About: Atlantic Broadband

Description
Atlantic Broadband 120 Mbps plan runs at less than 5 Mbps between 8PM and 11PM. Problem has persisted for years, attached are sample "support" tickets where they tell me they're "working on it" from September and March this year. I have plenty more examples if needed. MetroCast (former name before bought by Atlantic Broadband) did nothing to help either.
Ticket: # 1532464 - Frequent Ping Spikes/Packet Loss
Date: 3/28/2017 9:41:52 PM
City/State/Zip: Cullowhee, North Carolina 28723
Company Complaining About: Morris Broadband

Description
For the last year and a half I have been dealing with constant spikes in my ping while playing video games as well as frequent packet loss. I have tried everything imaginable on my end to resolve this problem to no avail. Any contact with Morris about this issue has yielded absolutely no resolution ("reset your router," "we are in peak hours," "we are working on your area"). We have also seen several outages in our area with little to no compensation on our bill. This is not just an issue that I am experiencing either, as I have at least 10 other individuals who would be more than willing to echo our complaints.
Ticket: # 1532487 - Windstream Communications Poor Service
Date: 3/28/2017 9:59:45 PM
City/State/Zip: Strattanville, Pennsylvania 16258
Company Complaining About: Windstream Communications

Description
I am a customer of Windstream Communications' broadband Internet service living in rural Pennsylvania. Increasingly, the Internet service provided to me is unstable and nearly unusable for basic tasks, such as watching a video or checking e-mail. After dozens of calls, Windstream has offered no solution and has begun refusing to issue service tickets. The antiquated copper-fed system leaves my house with download speeds under .5 Mbps. Windstream's representatives have told me my best option is to find another provider, but there aren't any in my area. Windstream has informed me that there are no plans to update their rural infrastructure. Attached is a screenshot of a SpeedTest that shows the poor performance of Windstream's broadband service at my home on March 28, 2017, at 9 PM.
Ticket: # 1532531 - Re: Request received: I am being murdered with frequency

Date: 3/28/2017 10:40:54 PM
City/State/Zip: Brooksville, Florida 34601
Company Complaining About: Bright House

Description
This is a follow-up to your previous request #1375015 "I am being murdered with fr..."

I had two of the chips removed from behind my ear.... It looks like it is going to be DOD/DARPS technology....... Also my report shows the tv stations that are pinging me......
Ticket: # 1532695 - Horrible Jumpy Speeds
Date: 3/29/2017 1:40:22 AM
City/State/Zip: Rock Springs, Wyoming 82901
Company Complaining About: Centurylink

Description
Since March 21st, we have been dealing with incredibly slow, and sometimes unusable internet speeds, hoping that our ISP would quickly fix the issue. We contacted Centurylink last friday, and they sent out a technician to our home on monday, and they reassured us that any issues we were having with our phone and internet would be solved that day.

It is now tuesday the 28th, and its most certainly not fixed, its gotten worse and worse every passing day. We are paying for services we are BARELY able to use, ive been watching the upload and download of my connection everyday since the issues have started, and before i was getting usually around 1.7 Mbps on my PC, and it was usually enough for me to spend my freetime after work. But, for the last week it has been at speeds of under 100kbps, and up to the maximum of roughly 700kbps. The worst part about all of this is that its never consistent, at all. It can hit 700kbps, and almost instantly drop to 100kps or even less. I know its not just my family having issues with Centurylink currently, as i have been following downdetector everyday, and looking for the number of complaints and issues to drop, with no avail. We are paying for at least 14Mbps, and arent even getting half of that most of the time to share with everyone my family.
Ticket: # 1532780 - Internet Service
Date: 3/29/2017 8:00:35 AM
City/State/Zip: Crosby, Texas 77532
Company Complaining About: Frontier Communications

Description
I have internet service through Frontier Communications, for which I pay $30.00 a month for the 2nd fastest service. On a daily basis, my internet service is inconsistent and slows to a crawl or stops altogether and I am not able to use the connection. It is worst around 10 a.m. through 9 p.m. This suggests that there are so many people trying to use the same system at the same time and the antiquated system cannot hold up to all of the internet traffic.

I have contacted the provider many times and have spoken to several different technicians over the phone. However, there has not been any improvement. In the last year, there was one week that I did not have any connection for almost a week. I was told that it was a system wide outage however Frontier did not offer to credit me for the days that I did not have service.

I would change internet providers, but Frontier is the ONLY option that I have because no other carriers offer service. The system is still using copper wiring and there has not been any upgrading of the system in over 20 years. I am not the only person who has this problem, as it is a system wide issue.

I feel that Frontier Communications is taking advantage of their customers and charging them for something that they can't consistently deliver. As far as I was told, there aren't any plans to upgrade the system.

I would also like to note that I work from home and it is imperative that I have a reliable internet connection and because there are constant problems, it impacts my productivity and ability work and earn a living.
Ticket: # 1532976 - Internet Connection
Date: 3/29/2017 9:44:57 AM
City/State/Zip: Valley City, Ohio 44280
Company Complaining About: Frontier Communications

Description
Internet connection is terrible. Doesn't work all of the time and sometimes speeds are extremely slow. Frontier Communication is doing nothing to rectify the situation in my area. They shouldn't offer service if they aren't going to work on a solution.
Ticket: # 1533352 - Internet service intermittent.

Date: 3/29/2017 11:13:07 AM
City/State/Zip: Wellington, Missouri 64097
Company Complaining About: Centurylink

Description
When everything works we get over 6 Mbps. In the last few days it's been up and down, sometimes .5 or less. There's a phone line down on the ground a mile south of here that's been down for weeks. That may be part of the problem. I was told to stay home yesterday and someone would come and look into it. Nobody showed. I have texts and emails telling me yesterday was the day he would come, although when I called about it, a person with a heavy foreign accent said today was supposed to be the day. This sort of thing happens all the time. Please take care of business!
Ticket: # 1534466 - overcharging and internet service speed goes up and down
Date: 3/29/2017 2:59:47 PM
City/State/Zip: Orlando, Florida 32811
Company Complaining About: Bright House

Description
I stay at (b) (6) (b) (b) (b) (b) I am getting overcharged for basic service i have with spectrum. I started service last july 2016 with bright house for $27.80 per month including taxes. i have notice the bill is going up every month and i didn't change any service. Mar 23, $31.77, Feb 23 $30.44, Jan23 30.44 and Dec 23.44. In Nov 2016, I didn't have internet for almost half a month so they only charge me $15.23. The internet speed goes up and down, especially in afternoon, the speed slows down. With brighthouse i could call and complaint but spectrum if they come out and they charge you if speed is normal at the time they walk-in. Poor service. FCC, you have to monitored there networks. The TECH guys are nice from brighthouse but they told us upper management knows they need to spend money on networks. I never complained to FCC but with INTERNET speed going up and down and charges going up without any explanation. This is a definitely a FRAUD for overcharging consumers. My friends have COMCAST and there bill is same amount every month. I hope you look into this matter.

Regards,
Ticket: # 1535014 - Poor internet performance at night
Date: 3/29/2017 4:52:31 PM
City/State/Zip: Chicago, Illinois 60657
Company Complaining About: Rcn

Description
Speeds slow down at night, latency is very high (over 50% of pings to nearby servers take over 100 ms), intermittent packet loss that happens throughout the day and gets especially worse at night.
Ticket: # 1535401 - Intermittent service, unfair charge for service repair, contract extension without approval.

Date: 3/29/2017 6:55:19 PM
City/State/Zip: Albuquerque, New Mexico 87111
Company Complaining About: Comcast

Description
Hello,

I have been having issues with my internet provider (Xfinity) related to intermittent service. I called technical support several times to no avail. Eventually they send a technician to repair the issue, but the problem was related to equipment providing service to my whole neighborhood.

Now, Xfinity is charging me for the technician visit even though the issues were related to their faulty equipment.

In addition, I checked what my termination fee will be and they informed me that my contract was extended as I moved to a different address, therefore increasing my early termination fee. I did not agree to an extension of the contract at the time of the move.
Ticket: # 1535916 - Verizon home internet service HSI very poor speeds

Date: 3/30/2017 5:58:34 AM

City/State/Zip: Saratoga Springs, New York 12866

Company Complaining About: Verizon Wireless

Description
I currently get 2 mbps down and 1 up. I speeds are so slow I can't even load a page of data most times from the Internet. I cannot stream anything, and to download something takes forever. I have called into Verizon and have spent hours troubleshooting w no resolution.
Ticket: # 1536507 - Internet Service
Date: 3/30/2017 11:37:43 AM
City/State/Zip: Vestal, New York 13850
Company Complaining About: Time Warner

Description
Very slow and / or no service. Recent changes have interrupted the service quality and / or speed.
Ticket: # 1536794 - Re: Request received: Re: Request received: I am being murdered with frequency

Date: 3/30/2017 12:44:53 PM
City/State/Zip: Brooksville, Florida 34601
Company Complaining About: Bright House

Description
This is a follow-up to your previous request #1532531 "Re: Request received: I am ..."

What happen to this on Your request has been received and assigned Ticket No. 1375015. Throughout the complaint process, you will receive periodic emails updating you about the status of. I am adding to way a new ticket number.....
Ticket: # 1536811 - Re: Request received: Re: Request received: I am being murdered with frequency

Date: 3/30/2017 12:47:41 PM
City/State/Zip: Brooksville, Florida 34601
Company Complaining About: Bright House

Description
This is a follow-up to your previous request #1532531 "Re: Request received: I am ..."

Sorry About the jumbled email,,,,,,,,,,,,,,what happen to Ticket # Ticket No. 1375015, why do I get a new ticket number of Ticket No. 1532531 If I am only updating my complaint with your office.....

What happen to this on Your request has been received and assigned Ticket No. 1375015. Throughout the complaint process, you will receive periodic emails updating you about the status of. I am adding to way a new ticket number.....
Ticket: # 1537172 - Frequent Outages & Slow Speeds
Date: 3/30/2017 2:06:47 PM
City/State/Zip: Decatur, Texas 76234
Company Complaining About: Rise Broadband

Description
I have had this service for probably close to 10 years - they've had numerous mergers and each time they merge it seems our service gets worse. I've been told they are going to replace parts on our tower to fix the issues more times than I can count.
There is rarely a month that goes by that I do not call them at least once because of either an outage or extremely slow speeds (which they usually end up saying is latency or packet loss).
Last Tuesday (3/21/17) they said the outage was because they were installing new equipment which would fix many issues, BUT I was down again 3/27, 3/28 and again today 3/30. Each time I've called, they have "no ETA. Technicians will be checking on it soon".
I asked today for a list of the times I have called their company and the supervisor said company policy doesn't allow him to give any information.
I live in a rural area where there isn't any other option for internet, or else I would have changed companies years ago. I work from home and internet service is a must. However, just in the past 8 days, I have lost significant income due to their outages. When I talked with the billing department, my outage credit was a whopping $2.83 for 3/21, 3/27, and 3/28!
I've dealt with them for years; calling hundreds of times to report slow speeds and outages, but I'm fed up and feel that they really could care less if they actually ever FIX the issues, so I'm hoping the FCC can help.
Ticket: # 1537367 - Internet Speed
Date: 3/30/2017 2:42:42 PM
City/State/Zip: Twining, Michigan 48766
Company Complaining About: Centurylink

Description
Postal Mail Ticket Ready For Data Entry
Ticket: # 1538058 - Internet speed and reliability
Date: 3/30/2017 5:43:07 PM
City/State/Zip: Renick, West Virginia 24966
Company Complaining About: Frontier Communications

Description
I have had Frontier communications phone and internet service for close to three years. The best download speed I have seen in that amount of time has been about 1.4 mbps. For the last year the best I have seen is about .89 mbps. Frontier advertises minimum of 6 mbps. I have had a service tech come out on numerous time. He does admit there is a problem but he does not know what it is. The last time he told me the ground wire from the pole in my yard is hot. He did say it was low voltage. He thinks this may be the problem with the slow down of the internet but he is not sure. Now that the internet line is faulty it now bleeds over into the phone system. The phone has constant/buzzy. I have called the help line on more than one occasion. The last call I was told a service tech would come out and investigate between the hours of 8 and 12. I received a phone call at about 4 PM telling me they are aware of the problem and they are working on it. I have also been told they are putting in a new relay station and as soon as the electrical company hooks up the electricity all the problems will be solved. That has been for over 4 months.
Ticket: # 1538265 - Retaliation
Date: 3/30/2017 7:13:04 PM
City/State/Zip: Indianapolis, Indiana 46236
Company Complaining About: AT&T

Description
The tech support team for the [redacted] was charging my wife and I for high speed broadband internet and never once met the speeds under the FCC requirements for high speed [25 Mbps] and stated that they give 5 Mbps down and 2 Mbps up and claimed it to be high speed. At no time was that speed even met. I explain to the the technical support team for that hotel at number 8774407009. I explained to the man that I was in fact a retired information technology and net security specialist aka ethical hacker that I took courses for. I explained I was catching my net being throttled and that people were piggy backing also causing the latency and connectivity issues. I was instructed to contact the FCC about my high speed issues. I was then met with retaliation by the Tech support team by them submitted an erroneous report alleging I was helping people with their network at the hotel and I was hacking. I was merely playing games on my machine and could even due that to the deceptive practice my wife and I were subject to. The technicians erroneous and illicit behavior caused my wife to be thrown out of the hotel due to false allegations. We were retaliated on for bring up our concerns of the service we weren't receiving and then met with threats and coercion [28 C.F.R. 36.206 violation since my wife and I are both disabled]. I also have an audio file of the call showing where the Tech misconstrued my words and made a false statement that the Hotel stood by and attacked two disabled individuals for their enjoyment of a service they weren't receiving in full. If the audio is needed I can provide that at a later time.

Respectfully submitted in good faith,
"Without prejudice UCC 1.207/1-308"
Ticket: # 1538546 - Extremely Slow Internet Service
Date: 3/30/2017 10:09:07 PM
City/State/Zip: Hot Springs National Park, Arkansas 71901
Company Complaining About: Hughes Net

Description
Purchasing 15 Mbs/sec. Getting less than 1Mbs/sec
Ticket: # 1538548 - Internet
Date: 3/30/2017 10:09:20 PM
City/State/Zip: Jackson, Kentucky 41339
Company Complaining About: Tds

Description
I pay good money each month for internet for my classes at school and I can't even do anything for them at home now cause my internet sucks so bad and is so slow unless I'm up at 5 am or 12 midnight. But after only one test or video I have to watch or something for class the internet is so slow again.
Description
TDS has neglected to update their hub in order to sufficiently provide for their customers. I've noticed super slow speeds for the past couple YEARS, with no sure answer on when it will get better. They give me the run around saying they don't know if it will be updated in 5 days, 10 weeks, or 10+ years. They always try to offer another solution and nothing works. When the work day is over or kids are out of school speeds become almost nonexistent. It's for lack of other providers in the area that I have not switched companies
Ticket: # 1538643 - Terrible Internet Service in the Middle of Palm Desert

Date: 3/30/2017 11:41:30 PM
City/State/Zip: Palm Desert, California 92211
Company Complaining About: Verizon

Description
Our internet is extremely slow. FiOs is available all around us, but it's not in the middle of town. Our DSL is extremely slow and unreliable. They say they'll work on it, but they don't.
Ticket: # 1538667 - Interrupted internet signals
Date: 3/31/2017 12:44:55 AM
City/State/Zip: Venice, Florida 34293
Company Complaining About: Comcast

Description
I am a hotel manager. I have an issues coming since last 1 months. The internet line providers getting areal outage every certain days.. upon complain we gets ticket and technician next day and internet runs good for some days..Some days later it goes bad again.. same reply areal outage.. Also I found that they were giving me 27 download n 8 upload speed while I was paying for 75 download n 15 upload speed. Also HBO channel gets freez once a week.. I have issued 8 tickets for this issue in last one month. When I check internet speed I m gettin 75 download while 0.02 upload speed.. I asked them that how it is happing if areal outage is Process. They could not answer it. I said I m taking to Dirext TV then they said they have fiber optic line too.. I doubt that they r doing this on purpose to have fiber connection sale with higher cost structure.. I said I m running a hotel and I can't effort losing guest. They said I understand it.. I think what they doing is not right to take of businesses.. someone should step up to handle this situation.. Attached is the tickets issued for this issue in last one month.. some of them I even did not noted.. They don't even technicians 24 hours. Upon reporting issue they always come in the morning even you mention that it's a business account need to be taken care right away.. they just accelerate and you will receive a call they he will be here first thing in the morning..
Ticket: # 1538710 - Verizon slow speeds
Date: 3/31/2017 6:29:01 AM
City/State/Zip: Grass Lake, Michigan 49240
Company Complaining About: Verizon

Description
Since March 27, 2017 I've been seeing upload and download speeds of 0.5mbps. I made multiple calls to Verizon and only to tell me that they would into it (Free VZW MSG; The issue you reported is being investigated. You will receive notification when the issue is resolved. Ticket # NRB000008840616).
Here it is Friday 3/31/17 and nothing, the monthly service is over $300 a month and I rely on this for both my cell and home internet. I feel that I'm just being blown off here, no reason why this should take this long with NO updates as to what is being done.
I'm filing this complaint because of 1 the time frame of the slow outage speeds and 2. No updates are being given as to the status.
Description
I have been with AT&T for two years. Over the course of those two years, I have had very inconsistent internet service. The day I signed up with AT&T should have been a red flag and I should have stopped at that point in that to hook my service up, they actually disconnected a neighbor of mine. Since that Day, it has been a whirlwind of frustration, countless calls into AT&T which all I get are people who read from a manual and only want to send techs out to my house (which they have done many times with no resolve). The last few techs kept pushing for me to sign up for Fiber Optic service which would give me more of a consistent internet speed and more reliable service. I never wanted to do this because it was an increase in my monthly billing. I did not want to pay more than I already am for a service that is not holding up to the advertised/price. On Saturday, after reaching a breaking point, I decided to get fiber optic. It was great, ON DAY ONE, but as usual, from that point on, my internet has ranged from 55MBPS to 1.6 mbps. Connectivity is random, some days it connects and others it drops. I have been given another router to see if that would help and as usual, it did not. I feel over the course of two years I have been paying for a service I am not receiving and at the point I feel I am being robbed. AT&T is charging consumers high price for services they clearly can not deliver.
Ticket: # 1538961 - Internet speed response  
Date: 3/31/2017 10:28:35 AM  
City/State/Zip: Wayne, Michigan 48184  
Company Complaining About: Wowway

Description
I submitted in a FCC complaint several times and wow-way is stating that they don't have my FCC complaint and also they have not responded back to the FCC complaints that I have submitted in! They called on the 25th and I missed their call, I returned their call back within. Less then one min because I was expecting wowway call and no one picked up. I have been calling back and no one is responding to my call. My issue has not been resolved and they have not accommodated me for services I have paid for that is horrible. Also as stated before all they want to do is send out a tech and I'm not comfortable with technicians constantly coming into my home!
Ticket: # 1539677 - Comcast cable TV
Date: 3/31/2017 1:42:31 PM
City/State/Zip: Southampton, New Jersey 08088
Company Complaining About: Comcast

Description
We had an appt for the tech to come and check out problems we had with internet. There is an issue with lines. When he came we had cable TV he left never checking all services. We now have no cable TV. Contacted Comcast cable and they refused to send anyone back today and can't until Sunday. They created this issue and refuse to take care of it today.
Ticket: # 1539808 - Internet
Date: 3/31/2017 2:17:44 PM
City/State/Zip: Tracy, California 95304
Company Complaining About: Comcast

Description
I have called multiple times to Xfinity Comcast about my internet service. I have had multiple representatives tell me different information about the download speed. I was on the phone with Comcast and it took 3 mins to download the "speedtest" and the representative told me that was normal. I also had a technician come out and tell me that I am getting more than I am paying for. This is the worst service I have had in these last 4 months and I have been a customer for more than 10 years.
Ticket: # 1540285 - Mediacom's business practices violate federal UDAAP regulations
Date: 3/31/2017 4:23:50 PM
City/State/Zip: Cedar Rapids, Iowa 52411
Company Complaining About: Mediacom

Description
The FCC should take punitive action against Mediacom for violating federal law for unfair, deceptive, and abusive practices that impact many Iowans.

1. They have a monopoly in many areas of the state. I have no other choice than to select them as my internet provider in my neighborhood.

2. No other utility is allowed to have service rates where customers must sign a multi-year contract, yet the rates increase after the first year. I have been their customer in good standing since 1985, but customers whom they conquest get lower rates than I do. I have to agree to unwanted services to get lower rates.

3. Mediacom charged me for multiple years for equipment that I did not have. I was unable to discern this until they changed their bill format because their previous bill format did not clearly outline services and equipment. Once I learned about this, I had to make 12 attempts to get the bill corrected. Mediacom representatives gave erroneous information, didn't follow through, and made me visit the local office and exchange equipment unnecessarily. This all required me to take time off work. I wrote a letter to their President outlining all the issues and received a form response that was not specific to the issues I raised.

4. I have had poor signal quality into my house for months. It took 4 service calls to address this where I had to miss work and wait for the technician. I had to escalate to a Supervisor to even get Mediacom to acknowledge that the signal strength did not meet their high speed internet requirements consistently. The 4th service technician supposedly boosted the amplification to my router; there has been no explanation provided on why the first three technicians could not do that. That same technician who is a Supervisor told me to replace my working modem with another brand because "it doesn't work well with Mediacom". The brands he wrote down for me to purchase either were no longer manufactured or no longer serviced. Mediacom's website indicated that the modem that I have is a preferred one to work with their system. When I addressed these directions that the Supervisor gave me with Mediacom, they contacted the Supervisor and he denied giving me the directions although I have the note in his handwriting with the names of the other modems. Mediacom noticed simultaneously to the third and fourth service call that they had frayed cabling in my neighborhood and decided to fix it. This is evidence that they do not regularly monitor their equipment. Three Mediacom representatives, including two Supervisors, told me that because I live in the last house on the street, my internet signal will never be as strong as that which my neighbors receive. Yet they continue to bill me for high speed internet. Of course this was not disclosed to me when I negotiated my contract with them....that certain residences on a street cannot get consistent high speed internet. I cannot work from home because I cannot maintain consistent adequate signal strength. When I lodged a complaint with my city councilman since Cedar Rapids and the State of Iowa receive franchise fees from Mediacom, my city councilman said he receives many complaints about Mediacom and suggested that I get another provider, which is not not an option where I live. He said that our state legislature voted to move the oversight responsibility for Mediacom to the state. When I contacted the Iowa Utilities Board at the direction of my state representative, they told me they do not have oversight for Internet providers. They filed a complaint with the executive office of Mediacom on my behalf. I got a call from them yesterday where they left a message telling me that if I didn't call back, they would close the case. I called back. There were
no records on my account that enabled the Customer Service Representative nor her Supervisor to identify who from the Executive Office was handling more complaint nor a case number to enable them to take any action. What can the FCC do to protect my rights as a consumer? Please help!
Ticket: # 1540488 - Throttling VPN Traffic

Date: 3/31/2017 5:31:20 PM
City/State/Zip: Edmond, Oklahoma 73013
Company Complaining About: Cox

Description
I currently have a 150/20 internet service with Cox. I have attempted to implement a vpn with a service provider using OpenVPN. When I am not on the vpn service, my speeds are consistently what Cox advertises. However, as soon as I use my vpn service, my speeds are instantly throttled down to 10/10.
Description
On 3-31-2017 my Metro PCS lgk7 cell phone visual voicemail was interrupted on Wednesday 3-29-2017 at 11:32 pm. On 3-30-2017 at 10:34 am the visual voicemail was not audible. I made a video of this. At 6:13 pm I sent a reply to the FCC, When I did not recieve an automatic Request Recieved in my DianeA.1@aol.com Inbox, I sent two more replays 6:16 pm & 6:20 pm 3-31-17 evening. I decided to make a new complaint and searched FCC.gov online to find out I was entering the wrong password I just created yesterday 3-30-17? I pressed forgot password and in my DianeA.1@aol.com inbox I get the link to change it. Why did I recieve that automatic FCC email and not the automatic Request Recieved email in that same inbox? Is it because the FCC is closed after 5:30? Yesterday I called at 4:30 pm and they were closed? I want to know if my email (FCC reply) is going to reply 6:13 pm, 6:16pm,6:20 pm from those sent with photos and video, so that I know the FCC actually recieved those. Also I cannot choose more than one photo when sending a reply.
Ticket: # 1540977 - internet speed
Date: 4/1/2017 1:25:39 AM
City/State/Zip: Elmore City, Oklahoma 73433
Company Complaining About: Arbuckle Communications

Description
Very inconstant internet speeds. It was working decent, then we started having issues. A tech came out and checked all of our equipment and said everything was working fine, but we just weren't receiving the correct amount of speed that we were paying for. He switched us to receive our signal from a different tower in hopes that we would get better signal. It worked ok for a few days but we are paying for 10 meg but typically only receive between .5 and 5 meg, on rare occasion we do receive the 10 meg that we pay for.
Description
I have been told that the company is experiencing "congestion." The internet speed is supposed to be 24mbps and I understand bandwidth usage but every night it's running at 5mbps and there's nothing wrong physically with the account. We're told that the company is fixing the issue but it has been like this for years. They constantly sell sell sell and don't fix their issues. It's quite a joke and honestly the company should be forced to resolve the issue if they just intend to keep charging the customers and giving lame excuses.
Description
For the last week or so I've continually done speedtests on my network and have gotten only 2% of what is promised to me. I am a network engineer so I know it is not my home network, but when I call Verizon they say I'm getting what I am promised and it is magically fixed with out technical support doing anything. Then rinse repeat the same process happens every month or so.
Ticket: # 1541651 - Paying for 75 MBPS internet, getting close to .40 mbps at night
Date: 4/2/2017 12:23:40 AM
City/State/Zip: Northbrook, Illinois 60062
Company Complaining About: Comcast

Description
I'm in the Northbrook, IL area getting .40 MB/S while I pay for 75 MB/S. I can't run a single video without waiting 40 minutes for buffer time, and trying to do work at home is a different night mare.
Ticket: # 1542482 - Frontier DSL
Date: 4/3/2017 9:41:29 AM
City/State/Zip: Fairmont, West Virginia 26554
Company Complaining About: Frontier Communications

Description
Please see the attached Congressional 17-257
Ticket: # 1542730 - Internet Throttling
Date: 4/3/2017 11:20:56 AM
City/State/Zip: Norwalk, Connecticut 06851
Company Complaining About: Optimum

Description
I have contacted my ISP on numerous occasions for what I believe is throttling. I pay for 100mbps down and 35mbps up and most of the time (main part being most of the time) I do get those speeds. However, sometimes when my son is live streaming his stream goes down for 10-45 minutes at a time. He does a speed test while this happens and our upload speed is showing below 2mbps. The download is fine but our upload speeds are being throttled for a short to medium amount of time! This issue usually happens at night, so I assumed that it could be a congestion or traffic issue. However, sometimes it happens mid day as well. For example, at the time I am writing this, it is 11am and I am still getting throttled right now! I have gotten a technician out here, a new modem, and a new router. No fixes to the issue. This is my only choice at this point and I would like this resolved! Attached are screenshots, and the time on the first screenshot is roughly 15 minutes after the issue first started happening. So the issue was for around 30 minutes. This is unacceptable and I need a fix!
Ticket: # 1542780 - internet speed
Date: 4/3/2017 11:34:57 AM
City/State/Zip: Waverly Hall, Georgia 31831
Company Complaining About: Waverly Hall Telephone

Description
I have internet service with Waverly Hall telephone company. The service is in and out. When the service working, the internet speed is extremely slow. My internet has been down for hours. I have contacted this company several times but the issue has not been resolved.
Description
Within our neighborhood, we're having major usability issues with Comcast Xfinity Internet. Along with many of my neighbors, I've spent an undesirable amount of time on the phone with customer service, and truly feel as if we are getting "ripped off" by the prices we are paying for unusable internet. With the advanced in technology, and I don't believe that Comcast is truly concerned with providing services that justify their pricing.
Ticket: # 1543986 - Issues with internet and not getting anybody to understand our problems
Date: 4/3/2017 5:13:05 PM
City/State/Zip: Salt Lake City, Utah 84119
Company Complaining About: Comcast

Description
I have been with Comcast for over a year on my business account. When I originally called to start the internet services I wanted something okay on speed and not too expensive. I was told if we bundle we would get a better price also if we sign a contract so we did. Not once we have used the phone line or the cable tv.
We have recently moved to a new location and asked to transfer our services to our new place. Spoke with a sales person JONATHAN EVERSIAUL phone # 303-662-6831 he told me he will take care of us and if we ever need anything to email him or call him. We get our services moved to our building and I'm thinking everything will remain the same, instead they cancel my old account at my old address and get me a new account. Our bill went up and our internet services got worse. I have spent hours and hours talking to the Comcast representative, Comcast technical support and even their loyalty department about this issue but no one really cared what has happened to our bill or services. I simply told them all I wanted to do is move my current services to our new location pay the same as I was paying at my old address but instead our bill goes up and I our internet got worse we get put on the started plan and are being told if we want to up our internet services we can always upgrade. I have left few messages with my Sales rep Jonathan Eversaul even emailed him but never heard from him. I was told by Comcast representative they will email his manager Jared Manchego and he will get back to me but that didn't happen. I am tired of being lied to and being told different things by different Comcast representative.
Ticket: # 1544374 - Complaints Against AT&T Customer Service
Date: 4/3/2017 8:21:04 PM
City/State/Zip: Tarzana, California 91356
Company Complaining About: AT&T

Description
To whom it may concern,

I am extremely unhappy with my past internet and phone carrier AT&T. They have not been diligent about taking care of their clients needs. We were experiencing issues with out Internet speed/connection issues and phone lines not working properly causing major disruptions to our daily business.

We had several lines with AT&T and we are not happy with the customer service nor the support offered by AT&T and its technicians when I called to report an issue.

I have tried everything in my power to have an AT&T manager or representative solve my service issues with no success

They were very good about apologizing and pointing the finger as to why the other rep did not take care of the issue but it would then lead to the same answer/results; "We will have someone call you." or offer some discount for the promised service quality I wasn't receiving.

When I would call again they would say they had called the office and left a message but I never received any calls or messages.

I would just receive another invoice in the mail with no added discount.

They still couldn't tell me why I was having so many issues and sent repairman to my office who were unable to resolve the issues.

But they wrote that the issue was resolved on my account.

So I continually called to try and get these issues resolved. After months of not being taken care I was forced to switch phone carriers and inquire charges from setting up new phone lines as well as AT&T continually charging me monthly for services I was clearly not happy with due to not getting the service promised to me but being charged for.

Because of this issues AT&T has cost me a lot of personal money due to staff not being able to preform their daily tasks because the internet service and phone services would be down or not working properly for extended periods of time(Sometimes days).

We have multiple complaints listed with AT&T asking for resolution. They have been given us the run around, hung up on me and my associates several times after asking for a Manager representative.

It has been about a year with no resolution. This is not an acceptable way of treating customers.
RESOLUTION:

1) I want the charges to be removed from my account
2) I want the creditors you hired to stop calling
3) I want the credits that I was promised to be written back to me for the last two payments AT&T representatives took from my company because they said that if I don’t pay my phone will be shut off while still not providing me the service I was promised.
Ticket: # 1544576 - Potential throttling by Cox Communications when streaming to Twitch

Date: 4/3/2017 11:21:17 PM
City/State/Zip: Hampton, Virginia 23666
Company Complaining About: Cox

Description

Hello,

I am a streamer on Twitch and I believe that Cox is throttling our internet speeds when I am streaming using their service. I have not had any problems streaming with our internet until the end of March and into this first week of April.

The upload speed and streaming settings I've had was fine for streaming before, and downloading things is alright, but the bitrate when uploading a live stream video to Twitch is unstable and inconsistent since last week or so. It's going on 2 weeks and I cannot consistently stream a video without intermittent instability from the ISP.
Ticket: # 1544624 - Service problems since late november 2016 enough is enough

Date: 4/4/2017 12:37:19 AM
City/State/Zip: Miami, Florida 33182
Company Complaining About: Comcast

Description
I am getting a little tired of all the problems. If I was not locked in a contract I would have canceled 3 months ago. my Tv service and my internet service from Comcast become Completely unusable at night past 9 pm until 7 am.. as I write this 3rd complain to the fcc it is now 12 am and my internet and tv are non responsive for the 4th time just this week, some days it will work ok but not optimal.. see attached file of the speed I am getting.

I feel sick to my stomach that I am actually paying for this service. I have had the same issue since late November 2016 and I have had 7 tech visits which they continue to charge me 50$ for (now 60) ever time they send a useless technician over telling me the issue is at the plant and that it will take a couple of weeks.. it is now 5 months later and I'm still having the same problem..

problems:
TV controls are unresponsive, NO on demand or dvr functions work.. sometime I get stuck on the guide itself and cant exit out until 10 minutes later. it might freeze when forwarding as well. very frustrating.. mostly at night

internet becomes unusable (see file) .25 upload on blast..yes .25. this makes web browsing frustrating as it lags foreverrrrrrrrrrrrrrrrr.
download is at 8 far from the 75 I'm supposed to be getting, but that wont matter because I cant even browse.

Comcast, I am locked in a contract. if you can not provide adequate service that I am PAYING for! please release me from my contract. I would rather have this fixed as I do enjoy the service when it works. the issue is outside and I'm not the only one with the same issue in the building..please stop sending useless technicians inside my home so I have to pay another 60$

I have now tried to submit this complaint 5 times but it times out every time.
Ticket: # 1544932 - Internet Service is HORRIBLE!

Date: 4/4/2017 9:52:43 AM
City/State/Zip: Clayton, Delaware 19938
Company Complaining About: Comcast

Description
I have been having issues with the internet service for over 2-3 months. I have called numerous times to try and have the issue resolved but it has not been a success. The cable provider sent a technician out to try and fix true problem but it was not fixed. The service is still not working!
Description
This is a follow-up to your previous request #1227321 "Internet Quality"

This problem has not been resolved and is still ongoing. I have had a tech onsite several times over the past 4 months with no final resolution. I am paying for a service that is not performing as expected.
Ticket: # 1545183 - Despite having the Double Play plan, the broadband access is still inferior at the consumer’s residence.

Date: 4/4/2017 10:53:54 AM
City/State/Zip: Leesburg, Florida 34788
Company Complaining About: Comcast

Description

(CTR 384) The Consumer opts to have the Double Play plan. Yet, he doesn’t have the plan particularly the internet speed connection that he is rightfully entitled to. He already made numerous attempts to air his grievances to the customer service over the course of the 7 months and the issues he points out to Comcast are still unresolved. The Technician already came over at least 20 times but he always did works outside the consumer’s residence. The consumer tried to explain about the bad internet connection but the technician appeared to be indifferent and dismissive to the consumer. The consumer had another appointment with the Technician but he didn’t come to his residence for the last 4 days. This angers the consumer because his communication access through the Video Relay Service facility which depends on the quality of high speed connection continue to be denied at times and it continues to be diminished in terms of the quality as a result of inferior broadband access. This further angers the consumer that he pays a lot and he doesn’t get the service rendered that he is rightfully entitled to.

The consumer wishes for Comcast to reexamine the situation and come to resolution on that.
Ticket: # 1546402 - Speed issues
Date: 4/4/2017 4:03:52 PM
City/State/Zip: Raleigh, North Carolina 27622
Company Complaining About: Time Warner

Description
Speed can be 230 Mbps then drop to less than 5 Mbps.
Ticket: # 1546670 - comcast service
Date: 4/4/2017 5:05:27 PM
City/State/Zip: Chester, Virginia 23831
Company Complaining About: Comcast

Description
My comcast service was slow and they sent a technician out to look at it. The technician was rude and argued with my the entire time he was here so i asked to leave. They keep telling me they will call me back to reschedule and find out what happened. No one has called me back. I had to call them again to reschedule. They showed up hours before the scheduled time and told me they would not be able to send someone out until another day. They are giving me the run around and not fixing the problem.
Ticket: # 1546674 - Problemas con Osnet
Date: 4/4/2017 5:07:25 PM
City/State/Zip: Guayama, Puerto Rico 00784
Company Complaining About: Windstream Communications

Description
Llevo con esta compañía casi un año y me he quedado en mas de una ocasión sin internet y en mas de 14 ocasiones ha disminuido tanto el servicio de internet que no se puede abrir una pagina y al llamar me dan un numero de reclamacion el cual se toma en alrededor de 2 a 4 dias en corregirlo. En el dia de hoy me comunique con la compañía Osnet, para que me cancelaran el contrato pq no han cumplido conmigo y no me han dado ni descuento por los dias sin internet, para poder desconectarlo me piden $175.00 por la cancelacion. Por favor ayudenmen con este caso pq lo que me han hecho es perder tiempo y dinero.
Ticket: # 1546689 - Unable to Get Comcast/Xfinity to Fix Internet
Date: 4/4/2017 5:09:57 PM
City/State/Zip: Memphis, Tennessee 38104
Company Complaining About: Comcast

Description
I haven’t had usable internet for going on three weeks. I’m getting less than 3mpbs when I pay for 75mpbs. I cannot use Netflix, DirecTV or other services I pay for because the speeds are too low. I have had three technicians at my house who have all told me that the problem is with Comcast equipment in the neighborhood and that there’s nothing wrong inside my home or with my connections. I have called and chatted with Comcast half a dozen times and no one could tell me when or if Comcast would ever fix the problem in my neighborhood. I filed a BBB complaint and the incompetent Comcast “customer service” agent’s response was, “Per our records we show that internet has been working at the home.” I cannot get anyone to help me. I’m getting .04% of what I’m paying for, which is completely unusable internet service from a monopoly. There are no other high speed internet providers who service my home. Comcast is cheating me and is completely unwilling to help, despite repeated attempts through calls, chats and a BBB complaint. Thank you for any help you can provide.