Ticket: # 1282280 - Extremely Poor Internet Service

Date: 10/22/2016 7:27:26 PM

City/State/Zip: Shawano, Wisconsin 54166

Company Complaining About: Frontier Communications

Description

Frontier Communications has been delivering unacceptable service to residents in Richmond, WI for years while continuing to charge high rates for service they cannot provide. The town of Richmond held a public meeting with one of the Wisconsin representatives of the company last week. However, the representative was reluctant to provide information, was dodging questions, and did not take the concerns of their customers seriously. Frontier Communications is not providing advertised speeds and is unwilling to expand operations to resolve the issue. They are also unwilling to reduce bill amounts.

Ticket: # 1282354 - T-Mobile towers

Date: 10/22/2016 9:05:42 PM

City/State/Zip: Atlanta, Georgia 30308 **Company Complaining About:** T Mobile

Description

I find it odd that everywhere I go T-Mobile seems to be working in towers in that area I called to complain and they already had their we are working on towers in your area excuse ready but they were telling me about my address in Atlanta in zip code 30308 because that was on file but what they didn't know is I was calling from New York zip code 10345 and that's where my issue was but once I told him where I was well what do you know they are working on towers here too not to mention early this summer I was here and had the same issues and was given the same excuse is they are working on the towers he says there are four towers around me all being worked on at the same time I find that very odd now I'm here paying them for Internet on my phone and on another device and I have zero internet I am paying for nothing

Ticket: # 1282460 - DSL speed and reliablity

Date: 10/23/2016 12:25:01 AM

City/State/Zip: Abita Springs, Louisiana 70420

Company Complaining About: AT&T

Description

For a number of years I have been paying for a DSL connection from AT&T. At first I paid for a 1.5 Mb connection, but the service was slow and unreliable. Several years ago I increased my connection speed to a 3.0 Mb rate, provided by AT & T. I have a normal connection speed of 0.20 Mb which is too slow to open e-mails. AT&T has tried for years, you can check my account's service record with AT&T, but they have never provided a reliable 3.0 Mb connection. At best I might get 2.75 Mb for a short period, sometimes a day, but under normal conditions my speed averages less than 1.0 Mb and normally 0.20 Mb. Any help with this problem would be greatly appreciated. I attach a speed test I have recorded over the last several days while trying to rectify the issue with AT&T.

Ticket: # 1282466 - Re: Re: FCC complaint

Date: 10/23/2016 1:04:17 AM

City/State/Zip: Cedar Hill, Texas 75104 Company Complaining About: AT&T

Description

Apparently my complaints keep getting closed by FCC before I get written explaination from ATT.

Also. ATT refused to accommodate for my disability during this informal complaint process. I asked for written explanation to accommodate my dyslexia and processing speed challenges.

ATT still didn't give me an written explanation of the continued slow downs and inconsistent speeds which continue for both DSL and mobile.

DSL- They have yet to explain why my neighbors behind us have access to higher speeds (our home was built 2010 and the neighborhoods behind us were built in 2003 2002). Telecommunications lines are directly behind my home according to our hoa (documents submitted in previous complaint). The telecommunications lines are right behind my home (according to HOA). When talking with ATT rep Jessie E.. stated that he spoke with ATT technician but promised to send a technician to my home. That was not done. Jessie E with ATT did not provide data nor actual explanation in writing why ATT does not offer faster speed for our neighborhood...Yet our neighborhood was the most current neighborhood built. I have sent information on when our neighborhood was built compared to the neighborhood directly behind us (documents submitted in other complaints). ATT statements do not make sense, and are inconsistent.

Also ATT has not explained the apparent throttling of my mobile phone. (Documents submitted). This is a follow-up to your previous request #1275835 "Re: FCC complaint"

Ticket: # 1282481 - Cox Cable Throttling My Upload Speed

Date: 10/23/2016 2:04:55 AM

City/State/Zip: Omaha, Nebraska 68164 Company Complaining About: Cox

Description

FCC,

For the past 5+ months I have noticed a horrible difference in my ability to stream to my Twitch channel. It hasn't been until recently, where it has become unbearable that I have to now really take action against this after doing months of research.

I've noticed, intermittently my download speed is getting noticably smaller, to the point of where I'm sometimes under 1mb/s for my upload speed when I am DEFINITELY paying for more, way more than that. I am not entirely sure what upload speed I am paying for at the moment as I had it changed about a year or so ago as well, but it's definitely more around the 7-12mb/s ballpark, I know for a fact that it is supposed to be over 5mb/s because that was what it was at previously until I upgraded my package. When I am not using my upload speed(s) at a high degree, my internet connection is generally fairly alright. However, the second I try to do any type of activity that uses upload speeds, my speeds drop. Below are screenshots of speedtests I have ran today regarding my issue.

Screenshot of test ran before any streaming (b) (6)

Screenshot of test during stream (b) (6)

Screenshot of test 4-5 minutes after ending stream (b) (6)

Screenshot of test about 7-8 after previous test, no stream running

(b) (6)

Seperate screenshot from a different test while streaming

(b) (6)

It doesn't seem to happen intermittently, rather it happens whenever I start to do anything demanding like uploading videos/live-streaming. It also recently started happening as previously (I've lived at this address for over 2 years) I have never once had an issue regarding this, and I've kept my settings the same for years in my OBS software (streaming software). I cannot even attempt to stream at a bitrate of 1,000 without dropping frames every other second. I have completely reformatted my gaming PC to ensure there was no malware/viruses in the computer and it still will not stream correctly. I live alone and do not share my internet with ANYONE, and I turn it off on my mobile devices prior to streaming. It is getting rather frustrating as at first I thought it would go away, but five months later it has yet to leave. It happens at ANY time of the day I attempt to use my upload speeds, I have tested it from the morning, to the afternoon, to the evening, and even at 2-3AM and it still happens. I then talked to one of my friends who is also a popular (one of the most popular streamers on Twitch.tv actually) who also lives local and is a Cox cable customer and he not only told me he had the SAME EXACT ISSUE THAT STARTED AT THE SAME EXACT TIME AS ME, but he also sent me a link that he posted in regarding the issue showing that I'm not alone in having this fight with Cox Communications. I pay to have a better internet connection than the one I am being provided with.

Below is the Reddit thread regarding the issue, you will see over 15+ people some of which are some of the highest paid Twitch streamers averaging over \$100,000 to stream and they were also affected

the same time, the same way as me. https://www.reddit.com/r/Twitch/comments/4cmxau/cox_is_throttling_customers_who_stream_on_twit ch/

I am not paying for my higher upload speeds to have my upload speeds being "throttled," when it is clear as day that they are. I am paying for a higher upload speed than I am getting, and this issue needs to be resolved ASAP as the Twitch streaming feature is something that I do gain an income with --- Frankly, I've lived long enough putting my max bitrate at 6-800 just to stream while having the WORST quality possible which results in horrid packet loss. I have done all the necessary steps, tests, tracerroutes, and procedures to ensure that the problem is NOT a hardware issue on my end. My PC is built to handle about 10x more CPU processing than I am currently trying to utilize to stream (I only have my stream, and my game open as the only running processes when I stream.) This issue NEEDS TO GET RESOLVED IMMEDIATELY or I will be seeking the proper legal channels as my contract is not being met by Cox Communications.

Ticket: # 1282489 - Comcast data caps

Date: 10/23/2016 3:27:23 AM

City/State/Zip: Portland, Oregon 97005 Company Complaining About: Comcast

Description

Description

Comcast is implementing data caps in Portland, OR USA come November. On average my household's data usage is well above the cap on data Comcast has. The cap itself is being marketed on the principle of fairness but that's not the way internet ISP bandwidth works. If I were able to get 100mbps down from my connection any time of day this line of reasoning may seem valid. Unfortunately, due to the reality of regional fiber usage this is impossible, as everyone on Comcast's in my area is using same fiber to connect to the internet. As a taxpayer who helped pay for the infrastructure that made fiber optic internet connection available in my area, I feel it is an egregious overreach for my ISP to charge me for the amount of internet I use. Furthermore, with the pace of technology patently on the rise, the 1 terabyte/month data cap comcast offers is utterly pathetic. With true uncompressed high definition footage at around 300 GB/90 mins of footage it would be totally impossible to (even now with current tech) watch even a single season of a series uncompressed with the latest and greatest internet connection available. And let me reiterate, it isn't because the ISP can't cope with the bandwidth demands, its simply because Comcast wishes to use its monopoly in my region to charge customers for something which doesn't even have an effect on its infrastructure, which state taxpayers invested in.

Ticket: # 1282568 - Throttling Internet Speed

Date: 10/23/2016 9:48:31 AM

City/State/Zip: Brookville, Ohio 45309

Company Complaining About: Time Warner

Description

Internet speed is clearly being throttled. Paying for 30mb service, getting approx 1mb to 3mb for weeks now. Not sure why this is considered OK by TWC!

Ticket: # 1282622 - Constant internet problems. Packet loss/speed

Date: 10/23/2016 11:45:41 AM

City/State/Zip: Cooper City, Florida 33328 Company Complaining About: Comcast

Description

Internet keeps going down. Packet loss and slow speed. Have had many problems in the past. They send out technicians but they don't fix anything.

Ticket: # 1282644 - Cox Communications

Date: 10/23/2016 12:16:05 PM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

Cox Comm. routinely charges full price for service but provides far less than what is paid for. At least 30% of the month service is either out or so slow it is not worth using (speed is supposed to be 15 Mbps and you get less than 0.5 Mbps). When you contact Cox they will not assist and that is after waiting on hold for over an hour.

Additionally, Cox issues rate increases with NO notice, the rate just increases on the bill.

Ticket: # 1282684 - Comcast is throttling my speed

Date: 10/23/2016 12:54:01 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Comcast has been throttling my internet speed for the last few days without any concrete explanation. They have been blaming my modem for being too old, but their own documentation says that they still support it. Many of my neighbors have been experiencing issues as well.

Ticket: # 1282715 - comcast exfinity throttles my internet speed and has been ripping

me off

Date: 10/23/2016 1:30:56 PM

City/State/Zip: Chicago, Illinois 60630-2299 Company Complaining About: Comcast

Description

comcast exfinity internet throttles my internet speed and has been ripping me off as long as ive had them!

Ticket: # 1282860 - Speeds for netflix, twitch and zip downloads are throttled

Date: 10/23/2016 4:10:29 PM

City/State/Zip: Las Vegas, Nevada 89120 Company Complaining About: Cox

Description

(b) (6)

Ticket: # 1282917 - Being charged for internet "speed increase" by Comcast but speed has not increased

Date: 10/23/2016 5:08:32 PM

City/State/Zip: Placitas, New Mexico 87043 Company Complaining About: Comcast

Description

(The following was also sent to the CEO of Comcast. Anything the FCC can do to help us would be most appreciated.)

I'm hoping you can help fix an ongoing problem that we have with your company's services and charges. By the way, this complaint has also been filed with the FCC.

In September 2015, I made my annual call to your company to ask about our options and prices for the upcoming year, for our internet and phone service. I was told the price, which I accepted. The representative ended the conversation by saying "and the good news is that you'll receive an internet speed upgrade at no charge to you." When we received the October 2015 bill, there was a \$13 monthly charge labeled "Speed increase". We had not agreed to pay for a speed increase. I escalated this problem to you twice - first in November 2015 through your normal escalation channels and then to your corporate offices when the promised action from the first escalation did not happen. After the second escalation, you provided a partial solution, which was a \$3 per month credit.

In September 2016, I again called to try to find out what the options and costs were for the upcoming year. The representative I spoke to was quite rude, and apparently did not like my asking questions to try to understand what the options were. She told me that we could either agree to a speed increase at a higher price, or we would receive a downgraded internet speed. I told her that we were happy with our current speed and would like to keep it. She told me that that was not an option. Isn't this exactly what Comcast recently paid an FCC fine for - Forcing customers to take on additional unwanted features and pay extra for them?

From October 2015 through September 2016, our monthly bill was approximately \$88/month for internet and phone service. Starting in October 2016, our monthly bill jumped to \$102, including a "speed increase" charge of \$14/month. Although we again did not ask for or agree to a speed increase, we are being made to pay even more for it this year than last. But here is the problem – We were told by your rep that our internet speed would increase to 150 Mbps from 124 Mbps. Our speed as tested by the Xfinity speed test utility on a PC which is directly connected to the modem/router that we're renting from you for \$10/month has not changed – It is still 124 Mbps. It appears that Comcast is charging us for a speed increase that we didn't want, we don't need, and that we have not in fact received.

The bottom line is that Comcast makes it exceedingly difficult to figure out what the options are, what features that includes, and how much it will cost. Even when we are told what features to expect, sometimes we don't receive them. When we are told how much we will pay, we are charged more than that and have to escalate to try to get features and prices back to what Comcast promised.

I know that Comcast has tried to portray problems such as what I've described here as "the customer just didn't understand." I assure that that is not the case with me – I understand perfectly, and I know when Comcast is trying to take advantage of me by selling me features that I don't want and charging me more than I've agreed to pay for them.

I'd like for a competent, knowledgeable person from Comcast to patiently explain to me exactly what our internet/phone options and prices are, so that we can make a good decision about what we'd like to purchase from Comcast. Do you have someone who could provide us that information, and then follow through to ensure that we get that price and the features we're paying for?

That would be a big relief, and entirely different from how we're treated by Comcast when we try to get this information. Year after year, we have extreme difficulty finding out from Comcast what our options are, and even when we think we understand our options and the prices, the next bill is a big surprise and we have to start over or escalate. Please let us know what you can do to improve this situation going forward, and treat us as valued customers.

Ticket: # 1282932 - Low and inconstant speeds compared to what was advertised and sold

Date: 10/23/2016 5:23:04 PM

City/State/Zip: West Des Moines, Iowa 50266 Company Complaining About: Centurylink

Description

Company advertises speeds "up to 40mbs" has never been able to deliver even half of advertised speed. Highest speed reached is around 8mbs and speed is typically around 1-4mbs with very shoddy service that drops and is interrupted. Was advertised 40mbs yet after taking my money they give me 1/10th the speed they sold me.

Ticket: # 1282949 - Slow internet speeds paying for 150 mbps

Date: 10/23/2016 5:39:21 PM

City/State/Zip: Mount Joy, Pennsylvania 17552

Company Complaining About: Comcast

Description

Comcast constantly throttles back internet speed to 15,19,50 Mbps. Then when you call and complain they up the speed back to the 150 Mbps. Then after couple days it's back to 15 to 50 range. I'm paying top dollar for the high speed internet and I should get what I pay for.

Ticket: # 1283023 - Centurylink throttling internet speeds

Date: 10/23/2016 6:46:58 PM

City/State/Zip: Fern Park, Florida 32730 Company Complaining About: Centurylink

Description

Due to Centurylink throttling our internet, I have to frequently reset the internet to prevent terrible packet loss. 1st they offered us 40/10 down/up for our internet speed, but after we purchased we received 10/10. When checking the internetspeed on Speedtest.net, I was getting 6mbs down and .75 up.

Ticket: # 1283055 - Non-responsiveness/Inaction by Comcast to service failure

Date: 10/23/2016 7:26:51 PM

City/State/Zip: Alexandria, Virginia 22314 Company Complaining About: Comcast

Description

Internet service is not as fast as promised (or charged), and repeatedly drops. Multiple efforts to resolve the issue has not yielded results, and Comcast has not provided a way to escalate the problem. Please see attached letter also sent to the Comcast corporate address, as customer service agents have refused to provide me with ways to formally register complaints for service failures.

Ticket: # 1283080 - Shentel Date: 10/23/2016 7:59:37 PM

City/State/Zip: Radford, Virginia 24141 Company Complaining About: Shentel

Description

Shentel has a monopoly in my area and completely abuses their power. They do not deliver the internet speed that they advertise, the put data cap limits that are ridiculously low with over priced packages. The internet stops working frequently. Please do something about this company as they are famously horrible in the city of Radford and there is nothing most residents can do about it.

Ticket: # 1283090 - Bandwidth Exhaust

Date: 10/23/2016 8:07:00 PM

City/State/Zip: Hardy, Virginia 24101

Company Complaining About: Centurylink

Description

My family and I have been patrons of CenturyLink for several years, since 2010 or 2011. Our service used to be great, we had consistent speeds and low latency at all times of the day. Things have gotten progressively worse until at this point it is almost impossible to use. We do not get the speed we pay for. Even during non peak hours our speed rarely reaches above 2mbps and then not for long. Our ping is typically 200+ms with an average packet loss of 25%. This makes things like online gaming and streaming impossible even if we had the 3mbps speed that we pay for. We were told on June 27,2015 that the bandwidth exhaust issues would be resolved around 9/27/2015 however things have not improved at all since my original complaint over a year ago. My family has previously filed suit with the FCC and the response that we got was that there were no plans to upgrade the area and that we would continue to experience these problems which contradicts the information we received before. Additionally we were told in our original response from CenturyLink that they were not adding anymore customers in our area but a Centurylink sales representative has told me that new customers are being added but are capped at 1.5mbps, further causing the problems plaguing our network. Along with this email I have attached several speed tests that have been run showcasing the high latency and slow speeds even when it is not during peak hours and an instance showing normal speeds and ping because of course there is a small percentage of the time when it works as it should. The internet is no longer a luxury and is as essential to everyday life for productivity as the telephone and electricity, but Centurylink refuses to expand on their systems to allow the people they service get what they need out of the internet. We as consumers cannot even speak with our wallets because like many of the areas in the United States we only have one ISP that holds a monopoly on the market. There are no cable companies that service my area and Satellite internet is even more restricting than DSL in terms of speed and limitations. All I want is for Centurylink to provide the service that I pay for and not to be allowed to continue to ignore the failing infrastructure that they maintain.

Ticket: # 1283097 - False and misleading speeds and costs

Date: 10/23/2016 8:16:25 PM

City/State/Zip: Mickleton, New Jersey 08056 Company Complaining About: Comcast

Description

Comcast has been charging me for blast internet speeds. I have complained for over a year that the speeds associated with the additional costs are not working as intended. I came home last week to a bright orange cone and a wire coming from a box out front my house running down the street to my neighbor home. I called comcast and advised them that I am still having issues.

Comcast told me that I was getting speeds up to 235mb. We did a speed test thru speedtest.xfinity.com. I asked for a different speed test site to compare the comcast speed test site to a person with no finacial gain. They sent me to Speed of me. The difference was 200 mb. the latency was 4 seconds off as well.

I asked why this would be. The representative started making excuses as to why Speed of me is not a trusted site, however that is were he directed me to. The representative then tried to tell me that Speed of Me was testing in Philadelphia and that was a longer distance for the signal to travel. I explained to him that Philadelphia is slightly closer than the New Castle Delaware test that the OOKLA/Comcast test sent my signal to.

The agent then got frustrated because I told him they were ripping me and other people off by charging us for blast service all the while giving us standard service. Something needs to be done. I pay over \$200 a month to this company for service represented by faster speeds. Meanwhile the service is average.

We need protection from these criminals!!!!

Please help me.

Sincerly,

(b) (6)

Ticket: # 1283219 - Internet Throttling

Date: 10/23/2016 11:05:28 PM

City/State/Zip: Swansea, Illinois 62226 Company Complaining About: Charter

Description

I pay for the maximum speed that Charter has available to residents: 100mbs. The service is \$60 & the additional fee for "internet ultra" is \$60 per month. I have never downloaded data at the maximum speed. Using the ethernet, I have achieved close to 90mbs during the day. I have had technicians remove splitters & move the connection into house to protect it from excessive heat & cold. They have updated materials inside, outside, under ground, & in the main external box. They also cleaned the connections in th external box. We now have the coax coming up from the sub-floor just above the connection under the house. Even the technicians agree we will never obtain 100 percent of the speed we pay for in this "plant" in Madison & St. Clair Counties because the hardware is so old & outdated. When I call Customer Service, they make excuses reminding me that the company's expansion plans cannot include upgrades to older service areas.

Adding insult to injury, my household streams the internet ONLY. We eliminated the TV service to avoid using a splitter & reducing our download speed. Streaming during the day is adequate albeit I have noticed that my VPN connection to my employer's server slows down streaming on all other devices. I have noticed that between 8 pm & 10 pm (CT) streaming is so bad that using multiple devices is impossible. Audio & video download out of sync. It is evident from the audio popping noise. We have noticed the slow-down every night (i.e., week nights, weekends, holidays, etc.) without fail. At 8 pm, we have streaming problems whether I am connected to the office VPN or not. It's a given occurrence.

I pay for the maximum speed since I regularly work from home. I require & expect the speed for which Charter promises. Regardless of the numerous upgrades in hardware & software, we will never receive the services we pay for.

Charter bills subscribers twice for the same streaming service & makes excuses for not delivering the quality it advertises. I request an investigation to determine the level of throttling & the justification for refusing to upgrade the plant knowing that their customers will never receive the speed they pay for every month.

Ticket: # 1283264 - COX Speed issues in Tempe Arizona

Date: 10/24/2016 12:42:59 AM

City/State/Zip: Tempe, Arizona 85281 Company Complaining About: Cox

Description

I pay near 80 dollars a month and my download speed tests regularly come in at 2-ish Mbps. My upload speed is half of what it should be when they promise 5Mbps I am lucky to get 2.5Mbps. I can barely stream 480P youtube videos even 360P pixelated garbage is barely possible. They are supposed to be delivering 50Mbps to me for download. Even online games are impossible to play on the play station or computer. My internet constantly drops mid video and disconnects.

What can be done about this? I have called multiple times and they just dodge me and leave me on hold for multiple hours. I have asked if it was a router modem issue and they even put me on hold for hours for that and dodged me.

I have attached pictures of my speed tests and COX advertised speed on my account.

Ticket: # 1283280 - Comcast failing to deliver

Date: 10/24/2016 1:31:07 AM

City/State/Zip: Seattle, Washington 98107 Company Complaining About: Comcast

Description

I consistently receive download speeds of 2mbps or less even though I am on a plan offering speeds up to 25mbps. Half of the time I can't even watch youtube or the local news.

Ticket: # 1283618 - weak signal/slow speed

Date: 10/24/2016 11:18:07 AM

City/State/Zip: Rocky Mount, Virginia 24151-6453 Company Complaining About: Verizon Wireless

Description

After contacting various technical assistants at Verizon about wireless internet service that suddenly became slow and unresponsive since late August 2016, and going through several attempts to fix the matter, Verizon informed me that I was in a marginal area and my signal could not be improved at this time. Until approximately six weeks ago my speed had been fine with little problem. In speaking with at least 4 tech assistants during the week of 10 Oct and 17 Oct, and finally a supervisor, it became evident to me that a change in tower signal had been directed toward another area to draw in more customers. However, since that time I have continued to receive emails asking me to subscribe to an extended service and an updated cell phone. In speaking with an FCC agent by phone on 21 October, the call was abruptly disconnected. I could hear the agent saying "hello" in the background but she could not hear me. I have been paying Verizon monthly for nearly two years for internet service with one upgrade from 3G to 4G, and only now has internet service and signal became unavailable without establishing a hotspot through my cellphone. I have gone to great lengths to remedy the problem but Verizon is an unwilling servicer that does not always provide correct information.

Ticket: # 1283887 - Comcast Cable Internet service

Date: 10/24/2016 1:02:31 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

The FCC should not allow monopolies of public airwaves and cable installations by cable companies. They are goofing us for huge profits. Comcast just spent \$85 billion on an investment. They obviously should have been reducing their exorbitant fees or at least improving their inadequate services. I have a database of over 50 Internet stored tests that averages less than 6 mbps when my \$30 power month is for an average of 10 mbps. And the service frequently just takes for a short period, apparently due to outdated and poorly maintained equipment.

FCC! DO SOMETHING! For the beleaguered working class in this country. We, and the poor, are the fastest growing segment of the U.S. population.

Ticket: # 1284073 - Comcast damaged property valued at \$1500

Date: 10/24/2016 2:14:42 PM

City/State/Zip: San Rafael, California 94901 Company Complaining About: Comcast

Description

Comcast came to my home on October 17, 2016. The purpose of the visit was to fix slow internet connection. I brought service person Laurence to my computer room. He looked at modem and router. He then asked to go outside to check incoming cable line. I escorted him to the outside location.

He then came back into the house and checked on my home theater room. He attempted to go behind stereo system and TV to disconnect the incoming cable line. While trying to get behind the stereo system and TV, he bumped into my turntable and damaged the cartridge.

Replacement cost of this item is \$1500 plus tax.

When I brought the damage to his attention, he said not to worry. Comcast is a fortune 500 company and has insurance. I asked him to contact his supervisor who then agreed to come out and inspect the next day.

Supervisor came out to view the room and damage. He left and later called me to deny any liability.

I am outraged and demand Comcast pay for the damage they caused.

Ticket: # 1284258 - Faulty speeds

Date: 10/24/2016 3:23:12 PM

City/State/Zip: Orange, California 92868 Company Complaining About: Time Warner

Description

Was told i would get 100mbps download no mater what and i can tell you right now i have never received anything CLOSE to those speeds. I was also told i CANNOT get 300mbps speeds without paying a CRAZY amount of money. Cox cable never did anything close to as shady as timewarner is doing right now.

Ticket: # 1284332 - Still impossible to connect on frontier

Date: 10/24/2016 3:48:50 PM

City/State/Zip: West Terre Haute, Indiana 47885

Company Complaining About: Frontier Communications

Description

I'm still getting subpar service from frontier yet recieve letters I get 1.5MB service when I'm getting o.61MB service. This is NOT hi speed internet.

Ticket: # 1284334 - Speed and Availability

Date: 10/24/2016 3:48:57 PM

City/State/Zip: Louisburg, North Carolina 27549 Company Complaining About: Centurylink

Description

I was advertisied 10Mbps, then told 6Mbps, but I only receive about 3Mbps. My neighbors are receiving 15Mbps and I have had several technicians tell me that it is just the old cabling in the area that is compromising the speed and CenturyLink will not spend the money to fix it.

Ticket: # 1284510 - Slow internet speeds

Date: 10/24/2016 4:50:05 PM

City/State/Zip: Callicoon Center, New York 12724 Company Complaining About: Time Warner

Description

Time Warner Cable advertises packages of internet speeds up to 50MB in my area (Sullivan County, NY). I have been keeping track of the speeds at my house since January 31, 2016 using the speedtest ap on my phone. The reason I've been doing this is because we constantly have to recycle our wireless router and cable router due to slow internet speed. It was my hope that this would be "fixed" when the merger was pushed through. Even though I knew better than this. I anticipated that New York State would work to fix speeds however since Jan 31 I'm constantly getting speeds of 2.29, Jan 31-2.35, Feb 8-2.29, Feb 8-2.35, Jul 19-10.39, Oct 2-1.26, Oct 10 -.87.

This has gone on all year long. I have this on my ap to prove it. Once it gets down to that speed I recycle these and it works for a day or two and I have to start the process again. This isn't something I should have to do. I've called about this issue before and been given a new modem. This isn't the problem. 0.87 is disgusting I can almost do better with dial up. This is 2016 and frankly I'm tired of dealing with Time Warner Cable but I have no better option because every company has been given the green light to either merge or in the case of where I live- keep out something that what challenge TWC. I have no options other than to come to the FCC for help.

Ticket: # 1284552 - internet

Date: 10/24/2016 5:04:48 PM

City/State/Zip: Libby, Montana 59923

Company Complaining About: Frontier Communications

Description

every year my internet gets slowly worse and worse...people who have this service joke about how bad it is. internet is very SLOW and goes out everyday. I have to work a lot from home and this service should not be allowed to collect any funds....they say they oversold and we're in a high use area.... Really! Libby Mt outskirts...maybe 4 people per square mile. When they installed it years ago I was orig. told it would get better. My bill doesn't reflect over sold and no internet. Cant even get speed test to work. I personally have talked to a lot of customers who are saying they want to file a complaint as well. We have no other internet options so when you charge full price but rip off people there should be repercussion......If I can't get full internet they should not be allowed to keep advertising it in my neighborhood! And my service should be reduced to reflect no high speed internet. After 10 years of being lied to and complaining I will now submit a complaint. They don't care sure hope you do.

Ticket: # 1284633 - Slow Internet

Date: 10/24/2016 5:33:56 PM

City/State/Zip: Wyalusing, Pennsylvania 18853

Company Complaining About: Frontier Communications

Description

We have had well below averages for internet speed for years now. Call and complain things get better for a week or so then back to minimal service. We pay full price for service that they can not guarantee to us. We can't even use the majority of our electronics because there isn't enough internet service to use them. Have rented moves off satellite providers and couldn't watch them because we didn't have service enough to watch them. Also we have a booster for our cellphones in the house and can't make call out because the service doesn't give us enough to make calls. So the majority of the time the service is slow we can't file a complaint about it because we don't have enough service to dial out.

Ticket: # 1284658 - Comcast Slow/intermittant

Date: 10/24/2016 5:41:53 PM

City/State/Zip: Citrus Heights, California 95621

Company Complaining About: Comcast

Description

I've had terrible service with Comcast for about a month now.

My plan advertises 175mb/s but I never see about 145. My speeds will slow down to less than 1mb/s fairly regularly and I can't even use netflix because the speed is so slow.

Comcast offered \$15 discount for my trouble and that's it.

Ticket: # 1284680 - internet outage

Date: 10/24/2016 5:53:26 PM

Date: 10/24/2010 3.33.20 FW

City/State/Zip: Boynton Beach, Florida 33426

Company Complaining About: Hotwire Communications

Description

(b) (6)

Ticket: # 1284700 - Internet speed is less than what we agreed to

Date: 10/24/2016 6:02:51 PM

City/State/Zip: West Lafayette, Indiana 47906

Company Complaining About: Frontier Communications

Description

On Feb. 3rd, 2015, I spoke with "Kevin" at Frontier's Fort Wayne, IN office. During that conversation, I was offered a Broadband Max price guarantee of 19.99 thru 2-11-18 for an internet speed of 6 megabytes. Periodically, we've had issues with our internet access and wifi access. The problems increased recently, and we were told by customer service reps that, in all likelihood, the problem was caused by our modem. Prior to Columbus Day (2016), a service tech came to the house, but didn't bring the needed modem. While here, he spoke with someone on the phone and mentioned "provisioning" had been set at 9 and our speed was supposed to be 6. As this was incompatible, he said, this could have caused issues. He was to return the following Tuesday to replace the modem. He did not show up. He left us with his name and cell number, so when the same issues continued, I called and again asked for a modem replacement. He returned last Saturday (Oct. 22). He asked to see my bill, apparently to see what speed we were paying for. The bill simply states Broadband Max 19.99. The service tech did change the modem, but, in addition, he cut our speed from 6 to 3. When I asked if I was getting what I was paying for, he said yes. On a follow-up phone conversation with him, he mentioned that there would be a price adjustment for the slower speed. After some thought, I called tech support (1-800-239-4430) and asked by what authority he could change our speed. Ticket #006293065 was issued. A supervisor was supposed to follow up with us today (Oct. 24), and the speed was supposed to be returned to 6. When neither happened, I again called tech support. The woman I spoke with told me "it should have been a red flag" when the service tech asked to see our bill. A tech by the name of "Craig" was supposed to change the speed back to 6 ASAP. We're still waiting for a supervisor's call and the speed to be returned to 6. Interestingly, Frontier's price for Broadband Max has increased, and the 19.99 now is the price for the slower speed. What good is a "price lock" if Frontier doesn't honor it?????

Ticket: # 1284720 - Speed Not As Advertised

Date: 10/24/2016 6:18:39 PM

City/State/Zip: Glassport, Pennsylvania 15045 Company Complaining About: Comcast

Description

Paying for 150mbps, getting 65-70 mbps consistently. Speed is reported using fast.com, the netflix branded test servers.

Ticket: # 1284976 - Paying for 15mb download speed, receiving .5 to1.2 mb download speed

Date: 10/24/2016 8:44:04 PM

City/State/Zip: Hot Springs, Arkansas 71901 Company Complaining About: Hughes Net

Description

Per above download speed is approximately 1/15 of advertised speed.

Ticket: # 1284987 - Not receiving services that I am paying for.

Date: 10/24/2016 8:48:23 PM

City/State/Zip: Shamokin, Pennsylvania 17872

Company Complaining About: Service Electric Cablevision In Sunbury, Pa

Description

I live in Shamokin PA. and receive service from Service Electric Cablevision located in Sunbury PA. I have noticed problems with my internet service the last month. Presently I am receiving only half of my download speed of 40Mbps (what I am paying for). Your assistance would be appreciated



Ticket: # 1285071 - Slow internet upload speed

Date: 10/24/2016 9:54:43 PM

City/State/Zip: San Antonio, Texas 78224 Company Complaining About: Spectrum

Description

The upload speed of my internet has been cut by more than half since Time Warner Cable renamed to Spectrum. I never received any kind of notice that my internet service speeds would change. I used to get 20Mbps but now the upload speed I get can barely pass 5Mbps. I've contacted their support but they've offered no solution.

Ticket: # 1285130 - DEPLORABLE INTERNET SERVICE

Date: 10/24/2016 10:42:49 PM

City/State/Zip: Odessa, Missouri 64076 Company Complaining About: Centurylink

Description

FIVE MODEMS BEEN BROUGHT TO MY HOUSE AND NONE WORK CORRECTLY, INTERNET SERVICE IS EXTREMELY EXTREMELY SLOW, CLICK ON EMAIL AND TAKES AT LEAST 2 MINUTES MINIMUM TO OPEN, CENTURYLINK SAYS TO GO OUT AND BUY BOOSTER FROM SOMEWHERE ELSE SINCE THEY CANT SOLVE THEIR OWN PROBLEMS. I LIVE RIGHT OFF I-70 HWY WHERE THERE IS GREAT RECEPTION FOR EVERYONE DRIVING 70 MPH BUT NOTHING IN MY HOME AND MANY OTHERS IN THIS TOWN OF ODESSA MO. BLUETOOTH COMMUNICATION DROPS CONSTANTLY BETWEEN MY LAPTOP, MODEM, AND PRINTER WHICH IS TWO FEET ABOVE MY DESK. I CAN'T GO WIRELESS AS I HAVE TO USE THEIR HARD WIRE DIRECT TO MODEM TO KEEP CONNECTED. I HAVE LIVED HERE FIVE YEARS AND IT JUST GETS WORSE AND WORSE.

I ALSO HAVE ONE BAR ON MY AT&T CELL PHONE WHEN AT HOME. DURING BAD WEATHER DROP CALLS ARE CONSTANT. I CANT GET GPS UNLESS I DRIVE OUT TO I-70 HWY TO GET SIGNAL. CONNECTION ON PHONE IS DISTORTED AND I HAVE TO HANG UP TO CALL PERSON BACK TO GET A CLEAR SOUND. I ALSO ORDERED THEIR POWER BOOSTER FOR YOUR CELL PHONE TO HOOK INTO CENTURYLINK MODEM, CENTURYLINKS MODEM WON'T RUN FAST ENOUGH SO THE AT&T POWER BOOSTER MODEM WON'T WORK AND DROPS CALLS.

Ticket: # 1285286 - Internet Service

Date: 10/25/2016 5:37:49 AM

City/State/Zip: Shickshinny, Pennsylvania 18655

Company Complaining About: Frontier Communications

Description

I am not getting the internet speed I was told I would get when I agreed to pay more for a higher speed so that the internet speed would support a network extender I need to be able to use my cell phone. I called the provider and was told that they only guarantee 70% of the speed and at that time I was at the 70% mark and the person would not create a trouble ticket for me. In order to get the speed I required, I would need to pay more and go to the next available speed, just to get what I am paying for now. Customer services has lied to me about what I would get numerous times. I have tried contacting a supervisor in the main office nearest me and he said someone would call me back, and it never happened. My two bills since upgrading the internet speed has been very very over charged to the tune of more than double. It took an hour of my time with customer service to reduce the bill from \$245.++ to \$79.++ to correct their over billing. Past trouble tickets with the provider has been closed with no contact with me even tho it was noted they called me. I have had repair techs tell me they would submit a trouble ticket and never did and twice I have had repair techs hang up on me. I had the internet drop 138 times in one month and still need to constantly reset the modem almost daily. I was told the \$9.99 charge was to cover Frontier's cost of receiving a new modem which then gets passed on to the customer. The problem with that is that the equipment is needed for me to get their service. This has changed as I have had many modems free of charge because they were either defective or non functioning. Then I was told the charge wasn't for their cost but for the service to hook it up which in the past I have done so myself. When calling the providers repair or customer service I have had so many different answers from them that have been totally inconsistent. During the approximately 6 weeks, the option to contact the Office of the President has been taken off the providers web page.

Something needs to be done concerning Frontier's internet services in this area and people should be getting what they were told when obtaining the service.

Ticket: # 1286428 - Service not provided as advertised

Date: 10/25/2016 3:46:53 PM

City/State/Zip: Mound, Minnesota 55364 Company Complaining About: Mediacom

Description

I pay for 100 Mb/s and am lucky to receive 50 Mb/s the wifi on the system provided is less than 30

Ticket: # 1286610 - Internet service labeled "Broadband" yet does not meet standard

Date: 10/25/2016 4:54:12 PM

City/State/Zip: Dolores, Colorado 81323-9240 **Company Complaining About:** Centurylink

Description

My carrier, CenturyLink, labels my internet service as "Broadband" yet it fails to meet the 25Mbit standard. My maximum speed is 8Mbit. Additionally I pay a "Broadband Cost Recovery Fee", which may be legitimate but it too is mislabeled.

Ticket: # 1286799 - Century Link service in Thayer MO

Date: 10/25/2016 6:29:28 PM

City/State/Zip: Thayer, Missouri 65791 Company Complaining About: Centurylink

Description

Century Link claims to provide high-speed internet and wifi to their customers. In reality, I would venture to bet that their speeds are barely faster than dial-up. In fact, quite frequently, there is no internet connection at all. I have called and complained countless times and nothing is changed. It is 2016. The United States of America has placed men on the face of the moon, and yet I cannot have high-speed internet at my house, which is a mile and a half from a town with over 3,000 people. Something needs to be done about the piss poor service that is provided by Century Link. They are literally stealing money from me, and countless others. Thank you.

Ticket: # 1286892 - Awful internet speeds and dishonesty

Date: 10/25/2016 7:16:25 PM

City/State/Zip: Fultonville, New York 12072

Company Complaining About: Frontier Communications

Description

Frontier Communications advertises their DSL internet to be "extremely reliable" and "high speed". This is not the case. The DSL internet service from Frontier has often outages, and is extremely slow. Frontier Communications also seems to be providing less than advertised speeds. While a specific speed is not named, "high speed internet" entails a download speed of 1Mb/s to 6Mb/s. The average download speed I receive from Frontier is 0.29 Mb/s. Speeds like this can barely sustain a single device, such as a home computer or gaming console. Frontier Communications has also hung up on me whilst I was explaining my complaint directly to them. I conclusion, I have found the service provided by Frontier Communications to be COMPLETELY unsatisfactory, and I've also found that they are very disrespectful to their customers

Ticket: # 1287023 - Re: Packet Losses up to 18% & very low Internet speeds

Date: 10/25/2016 8:45:04 PM

City/State/Zip: Fredericksburg, Indiana 47120

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1217198 "Packet Losses up to 18% & very low Internet speeds" I received this promotion in the mail today along with many others in my area showing that Frontier is looking to add customers to their already congested network which results in them failing to meet Internet speeds and packet losses.

Ticket: # 1287114 - Slower internet speed than paid for

Date: 10/25/2016 10:08:58 PM

City/State/Zip: Earlham, Iowa 50072

Company Complaining About: Dish Network

Description

Description

We are in contract for 15 Mb down but are consistently receiving less than 1 Mb down.

We've had people come out to 'fix' the issue, but the less than paid for speeds are yet to consistently be given.

Ticket: # 1287274 - My ISP will not provide the speeds I pay.

Date: 10/26/2016 12:49:21 AM

City/State/Zip: Philadelphia, Pennsylvania 19147

Company Complaining About: Comcast

Description

I have my own Comcast compatible modem and router, yet my area in south Philadelphia is so congested that my internet service comes to a crawl multiple times a day (less than 3mbs), I pay for 200mbs. I've discussed this with Comcast multiple times with avail and they could not care less, with unplugging and replugging my equipment (which never solves the issue). I wish I had another isp to choose from.

Ticket: # 1287711 - Poor internet service with CenturyLink in Conejos County,

Colorado

Date: 10/26/2016 12:03:00 PM

City/State/Zip: Antonito, Colorado 81120 Company Complaining About: Centurylink

Description

My concern involves internet service in Conejos County, Colorado. First, I have been billed for "1.5 M High Speed Internet service," with CenturyLink and I seldom if ever achieve 1.5M at my residence. Therefore, I am concerned that I have been paying for service I have not received. Second, I understand that internet service is not being offered to new customers, which means that my ability to communicate via email with other residents of Conejos County is limited, and my property values are diminished. I understand that CenturyLink has received a \$500 million dollar grant to improve rural service in Colorado, and we are about as "rural" as one can get. Our children need access to the internet, for many residents the internet is how they order prescription drugs and communicate with their physician. Internet service needs to be improved.

Ticket: # 1288582 - SuddenLink not providing what they sold us

Date: 10/26/2016 5:43:37 PM

City/State/Zip: Arcata, California 95521

Company Complaining About: Sudden Link

Description

Description

I am paying for 100 Mbps download speed and 10 Mbps upload speed, but after numerous tests in different location around the house and on different devices, I am barely getting over 70 Mbps download speed and 5 Mbps upload speed. This is unacceptable because if I wanted to get lower speeds I would pay less for my internet.

Ticket: # 1288660 - Slow Internet Speed

Date: 10/26/2016 6:30:12 PM

City/State/Zip: Monrovia, California 91016 Company Complaining About: Megapath

to charge us the early termination fee.

Description

We contracted Megapath in September 16, 2015 to provide us the internet service with the Access of 20/2 speed. However, this year we are experiencing a slow speed. We thought its because so many people are connected to internet. Things got worse until in August this year our IT tried to check the speed and it shows we are only getting 8.24/082 as suppose to be 20/2. We complained with Megapath many times they said they will fix the problem, and that their technician will fix it and so on. We always have meetings and lots of our Lawyers come to the office to attend the meeting and we are always in dilemna because the internet is not working properly. Since our operations is important and Megapath doesnt provide the speed we were promised we look for another provider that can assist us. However, Megapath is charging us the early termination fee since we had a contract for 2

years. Since they were not able to provide the speed according to the contract, it is not right for them

Ticket: # 1288703 - False advertised internet speeds

Date: 10/26/2016 6:51:30 PM

City/State/Zip: Bellevue, Washington 98004 Company Complaining About: Wave G

Description

I am paying for 100mbps internet and ever since the first month, it has been capped at 60mbps. Every single speed test is the same.

Ticket: # 1288829 - Addendum to My Complaint Against AT&T

Date: 10/26/2016 8:07:38 PM

City/State/Zip: Ocean Shores, Washington 98569-1473

Company Complaining About: AT&T

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Description

THIS JUST KEEPS GETTING WORSE & WORSE. CORPORATE OFFICE EMPLOYEES ARE FALSELY INPUTTING INTO THEIR SYSTEM THAT THEY'VE CALLED ME AND LEFT MESSAGES. WHEN THEY HAVE NOT!! MY SPEED IS STILL SLOW, AND IT'S BEEN SLOW EVER SINCE I E-MAILED AT&T THAT THE UPGRADED DEVICE OVERHEATS. I AM A DISABLED SENIOR AND LIVE 75 MILES FROM THE NEAREST AT&T STORE AT CAPITAL MALL IN OLYMPIA, WA. WHERE THIS WHOLE THING BEGAN. I'VE HAD ZERO SPEED THIS WHOLE MONTH, AT&T STOLE MY ROLLOVER DATA, AND WHEN KIMBERLY W. FROM THE CORPORATE OFFICE PUT ME BACK ON MY OLD PLAN, THE SPEED DID NOT INCREASE, SO CLEARLY, THE PROBLEM IS WITH THE DEVICE. I WAS TOLD AT THE STORE LAST MONTH I HAD A FREE HOTSPOT UPGRADE, BUT THEY REPLACED MY NETGEAR DEVICE WITH A PIECE OF SHIT ZTE THAT OVERHEATS AND CAN'T HANDLE SPEED. THEY REFUSE TO ZERO OUT MY ACCT FOR THE MONTH. THOUGH I'VE HAD TO CALL SEVERAL TIMES A WEEK, AND TODAY, MY CONTACTS ON THE PHONE DISAPPEARED, THE TECH SUPPORT PERSON COULDN'T FIGURE OUT HOW TO GET THEM BACK, THEN AFTER WE HUNG UP, THEY MAGICALLY REAPPEARED. I AM SICK & TIRED OF THIS ALREADY. MY BLOOD PRESSURE IS UP, AND AT&T DOESN'T GIVE A CRAP ABOUT ANYTHING. THEY HAD NO RIGHT TO REQUIRE ME TO ENTER ANOTHER 2-YR CONTRACT FOR A DEVICE THEY SAID WAS AN UPGRADE, WHICH OVERHEATS, AND WHICH CAN'T HANDLE SPEED. NOW FCC NEEDS TO DO SOMETHING ABOUT THIS NOW!!! AND FURTHERMORE. THERE IS NO MAIL DELIVERY WHERE I LIVE. AND THEY CLAIM THEY CAN'T MAIL A REPLACEMENT TO MY PO BOX, AND THEY REFUSE TO OVERNIGHT IT, BUT I DON'T THINK THAT WILL DO ANY GOOD ANYWAY, AS I DON'T THINK ANY IDENTICAL ZTE DEVICE CAN HANDLE THE SPEED WITHOUT OVERHEATING. I WANT MY OLD NETGEAR DEVICE BACK THE STORE TOOK FROM ME.

Ticket: # 1288987 - bad internet connection

Date: 10/26/2016 10:32:55 PM City/State/Zip: Plano, Texas 75025 Company Complaining About: AT&T

Description

i pay for a specific internet plan with att and it's always the same issue. Every month we have to call and complain with the person that answers the phone. That the inter net has horrible connection, this always happens every other week. if we ignore the bad connection it gets really, really bad. they always just do the same things have you restarted your modem? then they go and say well let me reset your connection.

Ticket: # 1289126 - Frontier Communications, West Virginia. Poor internet speed and quality

Date: 10/27/2016 1:29:31 AM

City/State/Zip: Applegrove, West Virginia 25502

Company Complaining About: Frontier Communications

Description

I am a current Frontier customer. I pay for 6mbps speed. When the tech came to hook up service he told us not to expect more than one because the service points were overloaded and too far away from our address. He explained that the previous residents had called him out repeatedly and there is nothing he can to to improve upon it. Recently we have been getting speed tests that show the service to be from .02 mbps to 1.3. The low side of the speed is happening much more often than the high side. I am not able to take advantage of my companies work from home option or pursue a college degree online because we cannot count on even minimal service availability. I have tried to contact frontier via internet but their system will not recognize my account number or the phone number they provided me for my home service. I am hesitant to embark on the trials of speaking with them by phone because each time I try it results in disaster and hours of waiting on hold. The worst part is that they own the service rights to this area so I cannot even call another company for service.

Ticket: # 1289689 - Century link early termination

Date: 10/27/2016 12:43:55 PM

City/State/Zip: Gilbert, Arizona 85295

Company Complaining About: Centurylink

Description

I have been paying century link for 20 Mbps internet speed. I am clocking it at 3.5 Mbps. I tried to cancel service and they say I am under contract. I never agreed to a contract. They say their federal regulators require them to charge a cancellation fee. I called to cancel a couple of months ago and they offered me a lower rate. At no time did I agree to a contract and now they want me to pay \$200 to cancel service that doesn't come near to the speed I've been paying for. What are my options?

Ticket: # 1290238 - Very slow internet service

Date: 10/27/2016 3:43:05 PM

City/State/Zip: Ypsilanti, Michigan 48197 Company Complaining About: Comcast

Description

Over the past month or so my internet speed has significantly slowed.

Ticket: # 1290345 - Sub-standard internet

Date: 10/27/2016 4:20:05 PM

City/State/Zip: Orlando, Florida 32808 Company Complaining About: AT&T

Description

After complaining to FCC a technician came out & told me that I was at 13,300 feet & to get any reasonable service I had to be at 10,000 feet.

I even tried to PAY for faster service (like they do at Brighthouse) but was told by the technician "Jay" who came out after FCC complaint.

Not happy in Orlando

Ticket: # 1290561 - SCHEDULING A TW/SPECTRUM TECHNICIAN TO REVIEW SIGNAL LEAKAGE

Date: 10/27/2016 5:48:43 PM

City/State/Zip: Fairmont, West Virginia 26554 Company Complaining About: Time Warner

Description

EXTREMELY BIZARRE THAT A COMPANY AS LARGE AS TIME WARNER/SPECTRUM CANNOT PROVIDE AT LEAST A FOUR (4) HOUR TIME WINDOW TO SCHEDULE A TECHNICIAN TO REVIEW/REPAIR SIGNAL LEAKAGE INSIDE MY HOME FOR "DOWNSTREAMS LOW AT MODEM." THEY CAN ONLY PROVIDE AN ALL DAY APPOINTMENT, WHICH IS ABUSRD. ALSO THEY ARE UNABLE TO TELL ME IF BY REPLACING THE MODEM, THE PROBLEM IS CORRECTED.

Ticket: # 1290932 - Comcast throttling speeds

Date: 10/27/2016 9:49:29 PM

City/State/Zip: Cordova, Tennessee 38016 Company Complaining About: Comcast

Description

A few months ago, I purchased my own modem/ wifi router for my xfinity internet. Before I bought it, my speeds were close to 75 Mbps. Now I'm getting 25-30 mbps. I have made multiple calls to resolve this with no help. I have checked with the manufacturer and the device will handle the speeds.

Ticket: # 1291019 - CenturyLink promises speeds it cannot deliver

Date: 10/27/2016 11:48:36 PM

City/State/Zip: Phoenix, Arizona 85085 Company Complaining About: Centurylink

Description

As CenturyLink customers for several years, we received consistently poor service. In a semi-rural area, our options were limited and for a period, they were the only option. We consistently paid for speed we never got and our internet connection dropped repeated times per day. Speaking to customer service was useless because they would blame another department. Having a rep come out was useless because they would blame something else.

Ticket: # 1291042 - really slow speeds

Date: 10/28/2016 12:39:07 AM

City/State/Zip: Marianna, Pennsylvania 15345 Company Complaining About: Fairpoint

Description

ever since my mom called tech support about her computer not picking up internet as fast we have had really ridiculously slow internet. i used to get 7 megabytes a second download speed in firefox and thats what we pay for. now its only 400 kilobytes a second which is so much less i think fairpoint is slowing our internet down to save themselves money or just to be jerks to us. even when no one but me is on or just my moms on the internet the download speeds are around or below 400kilobytes which is less than half of a megabyte. i often have slower speed after everytime my mom calls the internet company to ask wats going on. fairpoint just gives us the run around and says its our computers.

if it was my computer that was slow in the slightest bit i would know instantly. i bought a maxed out gaming laptop with 64 gigabytes of ram windows 7 64 bit and a gigabit wireless card and ethernet connection. and im always hooked to ethernet and i normally have 0 problems on ethernet. i only play a game called star wars the old republic which is a mmo and it only takes 10 kilobytes a second of my connection.so i know the problems are not there, and me and my mom do not use streaming technology of any kind such as netflix or hulu. my mom only uses ther internet to pay our bills every month and thats it. i barely us or require any internet as well, i still want fairpoint to fix my bandwidth limitation and super slow speeds its ridiculous at this point. :(

Ticket: # 1291275 - Exede Satelite Internet - Deceptive Practices

Date: 10/28/2016 9:58:37 AM

City/State/Zip: Falmouth, Kentucky 41040 Company Complaining About: Exede

Description

I live in a rural area of Kentucky and do nt have access to wired internet services. Wireless services like Verizon don not provide controls for their data like bandwidth monitoring or usage controls for broadband services. The only other alternative is satelite internet services. I called a local company that was advertising in the area for "high speed" internet for rural areas. The company i I GO WIRELESS. I asked very specific questions to the representative. The stated they were a part of Direct TV, not affiliated with other providers. The service was unlimited with "Liberty Pass". The base allotment of data (10MB) would be delivered at 8-12 Mbs and anything over 10 would be at 3-5 Mbs, still fast enough to stream audio/video. The service would be \$59 per month. When the techinician arrived, I immediately noticed the dish had and Excede logo on it, so I again asked about the affiliation. He stated they only used their equipment, but it was their service. I paid the \$125 setup and the first 2 days the system worked fine. Day 3, the system slowed to a crawl. Speed tests at various times of the day showed average speeds of .19 Mbs (about the speed of dial up). Pages would not load, speedtest would take in excess of 10 minutes to complete. I called on 12 different occassions to complain and diagnose the problem. Each time I have been told something different. I have learned that this is actually Exede Services sold through a broker. They changed me to the Exede Corporate servicing and the experience is still the same. The latest angle from Exede is that the Liberty Pass is only good from 12AM to 5 PM and outside of that it does not apply. So I have internet services that only work when I am asleep or at work. I completely understand the concept of priotized data for the allotment that you have purchased, but I was lied to on several occasions on what the sysetm does and does not do. Each time I call, the story changes. And of course if you want to cancel, they threaten you with the cancellation provision of their 2 year contract. I do not expect the Liberty Pass to provide data at 10+ Mbs, but I do expect it to actually function like an internet service.

Miraculously, as soon as my data resets for the month, the speeds go back above 15 Mbs, which means the slow speeds are actually controlled by Exede and has nothing to do with environmental or equipment factors.

If this is the level of service that is typical with Exede, I would like the option to cancel without penalty. They are breaching their verbal warranties of the service and still hiding behind their disclosures to continue to mil money from the consumer. The internet is filled with story after story of the same experience, yet they are allowed to continue. Horrible service from a horrible industry!

Ticket: # 1291564 - Frontier Communications

Date: 10/28/2016 12:22:46 PM

City/State/Zip: Bridgeport, Connecticut 06605

Company Complaining About: Frontier Communications

Description

Internet speed is inadequate, they ignored two attempts by me to resolve the issue and their business practices are not appropriate for a company providing the types of services they do to the general public. I have attached a copy of my letter to them, sent today, which provides more detail on the problems I have had with them. I do not need state-of-the-art Internet speed but I do need to access websites and download photos and other files as a part of my business activities. I would not mind if their service was a little slower than cable, but often it will not even function when I try to use it. At this point, I have switched back to cable.

Thank you for your assistance.

Ticket: # 1291616 - Internet not at speed requested.

Date: 10/28/2016 12:45:35 PM

City/State/Zip: West Mifflin, Pennsylvania 15122

Company Complaining About: Verizon

Description

I set up service with Verizon Fios for telephone and internet service. At this location we have approximately 26 security cameras. When I placed the order, I made sure to let the sales rep know that we needed internet fast enough for all the cameras to work properly. They set me up with service and went and installed. The internet speed is 5 megs. This is not enough speed for the 26 cameras needed to secure the building and property. When I called to inform that I was given the wrong information and to see what the options were, I was told that there was no "highspeed" internet available in the area and would not let us out of the contract.

Ticket: # 1291775 - Bait and switch

Date: 10/28/2016 1:42:13 PM

City/State/Zip: Platteville, Colorado 80651 **Company Complaining About:** Hughes Net

Description

Signed up for 10 gigabyte plan with a thirty day right to cancel contract. Hughesnet refreshes data for the first fifteen days of contract making it impossible to get a good accurate read of data usage. I did not know they "refreshed" the data for the first fifteen days until day 46 when my internet basically slowed to a crawl.

I called hughesnet thinking there was an outage and I was informed that we had used the ten gigs we had paid for in which I replied that I was assured that even though I was bumbed down to what they call smart browsing mode I would still be able to at least stream music. This is not the case at all. The end result is hughes net being unethical about the first thirty days that they will be "refreshing" the data in an effort to mask their sub par internet. Had they not "refreshed" my data I would have known well within the thirty day right to cancel period and I would have canceled without a doubt. I am seeking to end the contract with no early termination fee.

Thank you.

Ticket: # 1292069 - Suddenlink Internet failure every evening

Date: 10/28/2016 3:45:36 PM

City/State/Zip: Lake Havasu City, Arizona 86403-5786

Company Complaining About: Sudden Link

Description

Every evening for several days Internet goes down from 50 Mbps to less than 1 to 5 Mbps causing streaming failure of Netflix and loss of Internet functions such as pages loading, searches, etc. I have speedtest.net logs documenting this back to 2015. Whenever I call to complain I'm told it's failure of my equipment and a techie can be had at my cost. My nearby neighbors have the same issue leading me to believe that it is intentional to target Netflix customers.

Ticket: # 1292299 - Internet Date: 10/28/2016 5:26:28 PM

City/State/Zip: Clayton, Wisconsin 54004

Company Complaining About: Northwest Communications

Description

Speed isn't as fast as what was promised when signed up for internet. Continues to have internet issues with lag and speed not working correctly.

Ticket: # 1292330 - CenturyLink Termination \$200 charge

Date: 10/28/2016 5:52:36 PM

City/State/Zip: Medford, Oregon 97501 Company Complaining About: Centurylink

Description

I terminated my service because I never got the speed they promised. They have no guarantee for their services at all. When I called the first time, all the person did was try and force me to keep the service and offer me more services. I am in a historic building. I can not have a dish on the rooftop, the phone lines are old, and I have one phone jack. They charged me \$200 to cancel, and offered no customer service at all, nor was any satisfaction guarantee offered or provided.

Ticket: # 1292378 - internet service

Date: 10/28/2016 6:16:58 PM

City/State/Zip: Oak Hills, California 92344

Company Complaining About: Frontier Communications

Description

Our internet billing states HIGH SPEED INTERNET from Frontier Communications. the dowload speed is .79mbps upload speed is .38mbps useing based on Frontier's tester. Frontier account number is (b) (6) (b) (6) and the monthly service fee is 72.38 @ month

Ticket: # 1292522 - Illegal Internet Throttling by TWC

Date: 10/28/2016 8:27:28 PM **City/State/Zip:** Akron, Ohio 44314

Company Complaining About: Time Warner

Description

I am a current customer of Time Warner Cable. My monthly bill was recently increased, yet my level of service has decreased dramatically. The package I pay for advertised download speeds of 15 mbps when I signed up (now 20 mbps). After just completing a speed test via Google, I am seeing that I am only getting download speeds of 0.3 mpps.

Ticket: # 1292561 - Cablevision/Optimum speed slow on youtube.com

Date: 10/28/2016 9:23:34 PM

City/State/Zip: Milford, Connecticut 06460

Company Complaining About: Optimum / Cablevision

Description

Whenever I try to stream video from Youtube.com, the videos are choppy despite good speed tests (15-50 mbps). I have even tested directly from modem and have seen similar results. I pay for 50 mbps service monthly. I believe that my connection is being throttled and I have seen evidence that I am not getting the connection speed that I am paying for.

Ticket: # 1292908 - Poor Internet and customer service

Date: 10/29/2016 11:27:28 AM

City/State/Zip: Philadelphia, Pennsylvania 19107

Company Complaining About: Comcast

Description

Ongoing issue for 3+ weeks and still have no clear answer on what is causing our internet to be so slow. We have been told we have the wrong package, our modem is faulty, the wiring in the building and our apartment is bad, among other excuses. Each time, they a tech or contractor is out or I speak with customer service, they claim a new issue and the previous issue we were told is not actually a problem. We thought we were coming to a resolution 3 weeks later when we, after 10+ calls in 2 hours, scheduled a post wiring for our apartment. The contractor came and told us our signal was fine and that we were actually paying for an economy package which is the slowest internet. We were supposed to be paying for 75 Mbps and we're told this was what we would get. Now we are averaging less than 3Mbps. After the latest contractor told us we had the economy we immediately called Comcast and we're told our package should be the higher speed Internet, not economy as the contractor (said his name was Al Jackson) told us. Unbelievable that we still don't have properly working internet and even more unbelievable we don't have a straight honest answer about what the problem is and when it will be resolved.

Ticket: # 1292922 - Internet Date: 10/29/2016 11:45:13 AM

City/State/Zip: Smithfield, Virginia 23430 Company Complaining About: Exede

Description

failure to supply advertised speeds and unwarranted charges. Please see attachment

Ticket: # 1292947 - comcast will not fix my inernet speed on brighstarway in knoxville tennessee.

Date: 10/29/2016 12:24:37 PM

City/State/Zip: Knoxville, Tennessee 37912 Company Complaining About: Comcast

Description

my speed has been droping every since i old comcast i would no longer be needing thire cable to service becouse i use neflix, hulu and slingtv. after that the internet speed wen from 35 meg to as low as 0.7mb all the time. i just want them to be contacted to stop throtteling thire customers. no need to contact me exept by email.

Ticket: # 1292976 - Century Link failure to provide services

Date: 10/29/2016 12:49:30 PM

City/State/Zip: Coppell, Texas 75019

Company Complaining About: Centurylink

Description

We have had issues with Centurylink service for over three years and each time try to work with the company for resolution. I am at the point now where they have still not resolved the issue. I pay \$93 per month for service which is inconsistent and not reliable. Every time there is a problem they give us a different reason for the issue. I'm not asking for anything special, simply a reliable connection at the speeds I am paying for.

Ticket: # 1293129 - Internet is still pitifully slow

Date: 10/29/2016 3:41:04 PM

City/State/Zip: Los Angeles, California 90026 Company Complaining About: Time Warner

Description

Description

I've already filed a complaint about Time Warner with the FCC before. On the worst of days, I receive about 2-3 MB down when I pay for a plan that is supposed deliver up to 100 MB down. As a result, Time Warner technicians came over and tested their own laptops hardwired to my modem (ARRIS SURFboard SB6121 DOCSIS 3.0 Cable Modem) and only received 17 MB down while connected by ethernet cable. They proceeded to tell me it was because my equipment doesn't support their internet speeds. This reason seems to be entirely contrived being that this modem supports 172 MB. Regardless, receiving 2% of the advertised speed is still outrageously slow even if my equipment was to blame. The FCC needs to step in and impose some regulations on these ISPs that consistently under-deliver to their customers, or there needs to be an effective way to appeal paying a full bill when a customer doesn't receive the service they pay for.

I attached an image showing the modem I bought from Amazon and the speeds it supports.

Ticket: # 1293130 - Internet is still pitifully slow

Date: 10/29/2016 3:41:05 PM

City/State/Zip: Los Angeles, California 90026 Company Complaining About: Time Warner

B 14

Description

I've already filed a complaint about Time Warner with the FCC before. On the worst of days, I receive about 2-3 MB down when I pay for a plan that is supposed deliver up to 100 MB down. As a result, Time Warner technicians came over and tested their own laptops hardwired to my modem (ARRIS SURFboard SB6121 DOCSIS 3.0 Cable Modem) and only received 17 MB down while connected by ethernet cable. They proceeded to tell me it was because my equipment doesn't support their internet speeds. This reason seems to be entirely contrived being that this modem supports 172 MB. Regardless, receiving 2% of the advertised speed is still outrageously slow even if my equipment was to blame. The FCC needs to step in and impose some regulations on these ISPs that consistently under-deliver to their customers, or there needs to be an effective way to appeal paying a full bill when a customer doesn't receive the service they pay for.

I attached an image showing the modem I bought from Amazon and the speeds it supports.

Ticket: # 1293362 - Speed not as promised- Multiple complains

Date: 10/29/2016 9:20:05 PM

City/State/Zip: Houston, Texas 77081 Company Complaining About: Comcast

Description

Two major issues:

I have been with comcast since 2-3 years. I have been promised a speed of 25MBPS. Since 2-3 years, I have made multiple complains (more than 5-6) and comcast keeps the internet speed at 6Mpbs. We never achrieve any speed above 12 Mbps. Everytime we call, they keep resetting the router. They would send a technician and keep charging to our account and we have to fight to remove those charges. Customer service has been worst. Attached is the screen shot.

2> Got us into contract without our permission. Comcast signed us into contract without our knowlegede.

3> Overcharging: Infact on the website they have another package for \$29.99 but they are not willing to subscribe us to this package. That is unfair that even thought they have a package on their own website for less money, they do not subscribe you to that package.

Ticket: # 1293402 - Poor Comcast service, rising prices, prices consistently higher than other countries

Date: 10/29/2016 11:04:34 PM

City/State/Zip: Las Cruces, New Mexico 88005

Company Complaining About: Comcast

Description

In the U.S. we pay high prices for slow service relative to other countries. Why can't the FCC "encourage" Comcast and other providers to be more competitive with global Internet services. If I lived in Chattanooga, TN, I could have incredibly faster service for what I'm paying for unreliable, slow Comcast service.

The current price performance is particularly bad, especially right now. Here's my output from speedtest.net:

10/29/2016 8:44 PM MDT ((b) (6) 3.73 Mb/s 6.25 Mb/s 54es ms El Paso, TX ~ 50 mi

I'm paying for 25 MBPS service. I used to have 50 MBPS service, but the prices increased, so I reduced my service to 25 MBPS to reduce costs, which should be perfectly adequate for a two-person household, but the Comcast raised prices so that now I'm paying what I used to pay for 50 MBPS, but tonight I'm getting less than 4 MBPS. This constitutes a failure to provide agreed-upon services to the customer.

Contacting Comcast is absolutely useless; they simply don't care.

Ticket: # 1293414 - Comcast not delivering Internet speeds I pay for

Date: 10/29/2016 11:18:12 PM

City/State/Zip: East Peoria, Illinois 61611 Company Complaining About: Comcast

Description

I pay for 100 Mbps and I am getting 20. Get ahold of customer service and magically it goes up to 50. Still dissatisfied I tell them it's not what I'm paying for. They then tell me my modem is broke and to go get a new one. I disconnect from customer service and what do you know, the internet goes down. It eventually comes back up and now I'm sitting at a blazing 11mbps.

Ticket: # 1293417 - slow speed of high-speed broadband with Frontier

Communications and high price of the poor service

Date: 10/29/2016 11:21:13 PM

City/State/Zip: Murphy, North Carolina 28906-8504

Company Complaining About: Frontier Communications

Description

I conducted a speed test on my internet connection tonight and the download speed was 1 Mbps and the upload speed was slower than 1 Mbps. When speaking with Frontier customer service I was told that there are too many users on our network and they cannot tell me when it will be upgraded, yet I pay \$29.99 each month for high-speed internet. This has been going on now for more than a year and I (and my neighbors here in our mountain community) would like to know when we can expect improvements or our money refunded for failure of this company to provide the services as stated in their literature. The customer service agent told me that I should be getting 3 Mbps so how about I pay them \$10 a month for one third of the service they are providing. I can barely use Facebook, I have a home-based business with a website and I need the internet, and I cannot download movies or programs from my satellite TV provider because of this poor download speed.

Ticket: # 1293519 - Comcast scamming customers

Date: 10/30/2016 6:34:02 AM

City/State/Zip: Chicago, Illinois 60631 Company Complaining About: Comcast

Description

I have received multiple notifications from Comcast about a "data cap", under a plan that was sold to me as unlimited. Now they are looking to charge me an extra \$50 for exceeding a limit they made up, never informed me about, and is downright wrong. Customer service basically laughed at me, saying everyone that wants internet, needs to deal with this.

Ticket: # 1293680 - Bad isp service

Date: 10/30/2016 12:28:57 PM

City/State/Zip: Lyme, Connecticut 06371

Company Complaining About: Frontier Communications

Description

I have had Frontier communications and ATT before it became Frontier for several years as my internet and landline phone provider. for the last 2 to 3 years my internet service has been compromised by repeated timeout errors, observable using ping, resulting in interrupted internet service and at times the inability to use my apple to which provides to programming via the internet. I have requested service calls where the line and associated equipment have been given a clean bill of health or replaced with new. At times the service reps have alluded to lack of available bandwidth as the root of the problem. They say they are working on the problem but apparently without success. I am paying for 6 mb of service but consistantly recieve download speed test results of 5 to 5.5 mb. This lack of service is annoying and interferes with several of the programs that I use on my computer.

Ticket: # 1293738 - Internet speed

Date: 10/30/2016 1:39:53 PM

City/State/Zip: Houston, Texas 77022 Company Complaining About: Comcast

Description

Comcast is not providing the internet speed it is advertising.

Ticket: # 1293913 - Comcast Internet - poor quality signal, very slow internet

Date: 10/30/2016 5:13:18 PM

City/State/Zip: Islamorada, Florida 33036 Company Complaining About: Comcast

Description

After over a year of our complaints to Comcast about slow internet (less than 18.5 mbps consistent download speed, about 6 months ago, they confirmed it was a problem outside the house. They confirm our speed should be 75 mbps. It is over 6 months now, and they still have not fixed the problem, yet we continue to pay our monthly bill. Please assist. Thanks,

Ticket: # 1293930 - internet speeds

Date: 10/30/2016 5:23:19 PM

City/State/Zip: Coweta, Oklahoma 74429 Company Complaining About: Cox

Description

We are paying for 150mbps down and our speeds have more consistently been below 50mbps than above. We have contacted Cox before and they came out and did some repairs in our area and told us it was fixed. We are still getting slow internet speeds despite this. Before they came out we called them many times before to ask why our speeds are not what we are paying for. We have yet to get a clear answer. Direct connecting the computer also does not give the speeds we pay for.

Ticket: # 1293973 - TWC Monopoly to thank for Slow internet for \$64.99 per month

Date: 10/30/2016 6:11:26 PM

City/State/Zip: Los Angeles, California 90019 Company Complaining About: Time Warner

Description

Hi,

I'm a TWC subscriber because there is no other internet service provider in my area (Los Angeles). I am paying for "ULTIMATE 100" Internet which should offer speeds of up to 100mbps download rates. This service costs \$64.99 per month.

However, my download rates are routinely at 7mbps. TWC refuses to lower my internet rate despite the fact that they are offering about 1/10 of the service they claim. The fair market value of internet at such a low speed is substantially lower than \$64.99 per month. However, due to the lack of competition among internet service providers, I am forced to pay this exorbitant rate for a substandard internet that interferes with my ability to do work at home, as well as to enjoy my home and the product Time Warner Cable purports to offer.

Is there any way to get reimbursed for the slow internet I am experiencing on a consistent basis? Even if it were 1/3 of the price it would be more reasonable, but \$64.99 for this level of service is truly unconscionable.

Ticket: # 1294066 - Grafton Local Webmail Broadband

Date: 10/30/2016 8:05:00 PM

City/State/Zip: Grafton, Ohio 44044

Company Complaining About: Grafton Local Webmail Broadband

Description

ISP offers high speed broadband internet, yet offers nothing about 8MBits down, 3/4 MBit up. There is 1 package that offers 12MBits down, 1.5MBits up but has been "Temporarily Unavailable" for several years now. Whenever connection is dropped or slows to a crawl during business hours, everyone at customer service, including the owner himself, claims that television picture and internet is affect by the weather when they are direct copper lines leading to the premises. Calling to get something fixed never helps as they will not return a phone call, even when a message is left. As well as Internet, they sell HDTV services yet don't offer the HD service. Using their provided equipment, we have no access to HD content and are regularly left with "snowy" picture running at 480p.

Ticket: # 1294340 - Horribly slow internet

Date: 10/31/2016 8:30:18 AM

City/State/Zip: Romney, West Virginia 26757

Company Complaining About: Frontier Communications

Description

Description

My internet has been so slow for the last two months that some days I can't even open my email! I run my business from home, I home school my son on the internet and my wife takes online classes. We can't do any of this with the horrible internet service you are providing! I had an appointment for a tech to come to the house on October 28th to check out the slow speed. I sat here all day and no one came and no one called!

Ticket: # 1294488 - Internet Speed

Date: 10/31/2016 10:42:49 AM

City/State/Zip: Monroe, North Carolina 28110 Company Complaining About: Time Warner

Description

Description

Hello,

I've contacted Time Warner Cable multiple times throughout the past 4 months, this is my 3rd complaint since my former complaints keep getting closed without solution.

At night after 8:30pm until about midnight, my internet speeds degrade to well below advertised. I am supposed to be getting 300mbps down and 25mbps up. In the evenings it can go as low as 15mbps down and 3mbps up.

Time Warner has replaced my modem multiple times stating they were the issue, time and time again the issues keep reoccuring.

A few weeks ago 3 technicians came in the evening, the lead Mr. Heath Ferguson, said that it was an issue past the node leading into my house. He confirmed it is not the lines within my house, nor the modem supplied by Time Warner Cable.

The latest email I received from Heath states that there are no issues at all, yet I'm still going through the internet issues.

Ticket: # 1294627 - Slow internet speed

Date: 10/31/2016 11:50:52 AM

City/State/Zip: Antonito, Colorado 81120 Company Complaining About: Centurylink

Description

Paying for 1.5 and actually getting approx .5

Ticket: # 1294820 - Internet speed of service

Date: 10/31/2016 1:19:10 PM

City/State/Zip: Baltimore, Maryland 21230 Company Complaining About: Comcast

Description

I have had terrible internet speed for the last 4 months. Repeated calls to Comcast has had no effect. Their phone tree is designed to create a service barrier...multiple prompts, never the same person, sales calls buried in the tree, etc etc, . Their remote corrective service does not work and they want to do it over and over. They continually lose you in transfers or hang up. They assume their service is working 100% and bill accordingly, but will not credit you for missing or slow service unless you identify it, complain, and push for a credit multiple times. Comcast is a terrible company.

Ticket: # 1294958 - Internet speeds are not as promised

Date: 10/31/2016 2:13:53 PM

City/State/Zip: Holt, Missouri 64048

Company Complaining About: Centurylink

Description

We've been paying for 10mbps internet speeds for years and have only gotten about 5mbps at the most. We've contacted CenturyLink multiple times with no resolution except for them asking us to call and change our speed to a lower one. Recently our speeds have been around 1mbps.

Ticket: # 1295127 - HughesNet slow internet speed.

Date: 10/31/2016 3:23:44 PM

City/State/Zip: Bumpass, Virginia 23024 Company Complaining About: Hughes Net

Description

I switched from 1-5 mbps Excede internet provider to 1-5 mbps Hughes cause adds offered better parameters and data allowance for the same money. According to contract I had 7 days to cancel contract BEFORE installation (so Hughes sold to me something I didn't know if it works) . After installation Hughes service was so bad (low download and upload speed) that I couldn't watch You Tube (download stops 3-5 times, quality of picture is very poor) Web page downloads 1-2 mins, my security cameras don't work, my remote air conditioning system doesn't work my wireless garden watering doesn't work. It worked very well with Exede. So I changed my plan and took Hughes 10mbps speed plan. But nothing changed. The same problem is still on. I called and wrote them. Hughes technician spent with me 2 hours and couldn't solve the problem, then she transferred me to maintenance contractor(I'm not sure it's called right) He took under control my laptop remotely and tried to fix it. But there is no any change in service. I still have the same problem. I checked Hughes forum. It looks like I'm not alone to have the same problems. According to you site there are hundreds complaints against Hughes services.

Ticket: # 1295128 - Comcast/Xfinity Complaint

Date: 10/31/2016 3:23:51 PM

City/State/Zip: Aurora, Colorado 80013 Company Complaining About: Comcast

Description

I and my sister had an account with Comcast to deliver 150Mbps download speed. After contacting them several times to no avail, they recommended I cancel my sisters account and start as a new subscriber. This did not resolve my issue. Comcast's practices should be audited especially as it relates to their outages, speed promises and poor customer service.

Ticket: # 1295179 - Internet Service

Date: 10/31/2016 3:43:59 PM

City/State/Zip: Elkton, Kentucky 42220

Company Complaining About: Fastnet Wireless

Description

Description

My internet service is with Fastnet Wireless LLC. Their service is very, very poor and could be compared to the old dial up. When first a customer of Fastnet, service was very good. I have called many times to complain. They tell me that a "work order ticket" has been made for my poor service. This has been going on for over 6 months. I never hear back from them and my services continues to be almost non-existant. This is the 2nd complaint I have filed.

Ticket: # 1295361 - Internet delivery

Date: 10/31/2016 5:01:59 PM

City/State/Zip: Halifax, Pennsylvania 17032

Company Complaining About: Frontier Communications

Description

We are in a very rural community. Unfortunately, the ONLY internet access we have is thru Frontier. The speed that we receive is deplorable and has been this way for quite a few years. No one else NEARBY, such as Comcast or Verizon, will spend the money to come just a few miles down the road to offer competition. Frontier's FAILURE despite repeated tech calls to improve their delivery is outright due to their FAILURE to maintain their infrastructure. The local Frontier guys here in Elizabethville who do the repair calls to telephone lines and internet issues pretty much know me by name and location for the number of times they've been dispatched to 'check' the problem. They know, and I know from the repeated discussions we've had that the issue is purely a matter of investing in repairs to their equipment; yet we are held hostage. I've complained so much that they finally reduced by bill to \$19.99/month for the internet, but they know i would GLADLY pay more for a decent speed. I can provide speed tests to back up my complaint.

Ticket: # 1295523 - Community Cable & Broadband Slow Internet and Bad

Communication

Date: 10/31/2016 6:29:47 PM

City/State/Zip: Centreville, Alabama 35042

Company Complaining About: Community Cable And Broadband

Description

I continually have slow internet speeds through this company. They advertise a speed of 12 Mbps that I pay for, however I consistently receive speeds from 1-4 Mbps instead. I have contacted them several times for weeks about this issue, but I have yet to see a field tech or even receive a call from them updating me on progress. This is my last resort with them. Thank you very much for your help. This company's mailing address is PO Box 65, Meridian MS 39302. Their phone number is (601) 485-6980.

Ticket: # 1295837 - False Advertisement

Date: 11/1/2016 12:05:15 AM

City/State/Zip: Auburn, New York 13021 Company Complaining About: Time Warner

Description

TWC sent out mail saying that our internet speed was going to be upgraded, representatives of the company even stated when it would be upgraded (July 2nd 2016) Sure enough the upgrade was not in effect that day, We kept contacting representatives who lied to us saying "Engineers are working on the upgrades" after we contacted our local office we were told it was put on hold. After looking online it seems like the upgrades are cancelled and no further work is being done on them.

Ticket: # 1295854 - Not Getting the Advertised Speed

Date: 11/1/2016 12:42:01 AM

City/State/Zip: Kooskia, Idaho 83539

Company Complaining About: Centurylink

Description

I have contacted Centurylink many times over the past few years about my internet speed. At the most, I get 0.8 mb but normally about 0.65. They have told me I should be getting at least 1.2 mb. and that is what it says on their web site. Paid for speed is 1.5 and target is 1.2. As you can see I get way below what I am paying for. Regardless, I can not use any of my smart tv capabilities nor do any streaming of any type. Centurylink says they can't do anything about it. I know that they are getting lots of money to expand their business areas to provide more people with high speed internet. But, at least around here they are spending it to give customers with 10+ mp even higher speeds instead of spreading out. So frustrating and I get nowhere talking to them. Same song and dance every time I call....which is about every few months. They won't give me and my neighbors higher speeds (the 2 towns we're between which are 7 miles apart) both get speeds in excess of 10. They won't reduce our bill accordingly.

Ticket: # 1295860 - customer service deficiency

Date: 11/1/2016 12:52:41 AM

City/State/Zip: Sacramento, California 95831 Company Complaining About: Comcast

Description

I received a new modem (based upon Comcast contacting me). Speed was not at the level I was paying for. I've spoke to customer service four times over the past 3 weeks to: 1) to connect to the internet at the speed that I'm paying for. The first person i spent over 3 hours. We went through all the processes with them and ultimately they stated i needed to replace the new modem i had received. I never got the modem. I called again after a week. Went through the same thing even though i asked them to review my history of my account. Worked on the modem again, for another 2.5 hours. Resolution - need a replacement modem. Waited another week, no modem. Each customer service person said that the previous person didn't request the modem correctly and promised that the modem would arrive. It didn't. I was so frustrated that i went on line"chat" for help. This was my 3rd communication with Comcast customer service (attached the discussion below) I asked just to set up an appointment with a technician and send a modem and extender for the signal as the previous customer service (2rd person) promised. This person said that a technician would be scheduled for 10/31 and a modem is ordered. The extender, i would have to go and pick it up at the Comcast equipment office and they did not know what the cost (if any) would be. I did receive the modem on 10/29 and I called today (4th person) 10/31 to find out when i needed to be home. I was informed that no appointment was scheduled. To date, my issue has not been resolved. I have not been able to get to a manager of Comcast to resolve, what seems to be relatively simple in comparison to other issues customers probably have. Ive been told that i have a appointment on Nov 3. What is more concerning is the lack of accountability Comcast workers have. They are not honest nor care that they simply say things that they have no intention of following through with since a computer/phone is easy to hide behind. I hope that this concern reaches somebody that can elevate the problems plaguing that company. I'm on week 4 with no resolution yet.

Ticket: # 1295879 - slow internet

Date: 11/1/2016 1:46:02 AM

City/State/Zip: Louisa, Virginia 23093

Company Complaining About: Verizon Wireless

Description

Noticed my speed slowed down in peak time and on weekends they blame hardware for the issue replaced hardware continue to have same issue. when contact will run me thru drills to check and reset tying me up for hour's with no new results

Ticket: # 1296125 - Billing Fraud

Date: 11/1/2016 9:41:15 AM

City/State/Zip: Pelahatchie, Mississippi 39145

Company Complaining About: AT&T

Description

I have been being billed for 3.0 Mbsp Internet service through AT&T and have not been getting what I am paying for. AT&T has sent technicians out twice in the past 3 months and they find something, but the speed does not improve. I have attached a spread sheet to let you see what I have been dealing with.

Ticket: # 1296382 - Internet service

Date: 11/1/2016 11:40:18 AM

City/State/Zip: Millington, Michigan 48746

Company Complaining About: Tds

Description

Description

She is paying high price for internet and getting less than dial up speeds. She reported this three months ago and had to get a new router but is still having issues. They will not issue a refund. They claim to be aware of the problem but are not doing anything about it. Resolution: Fix the problem and issue a credit for lackluster service. If you cannot fix the problem, void the contract. **(b) (6) phone***

Ticket: # 1296464 - Rebuttal Complaint#1200026

Date: 11/1/2016 12:19:27 PM

City/State/Zip: Rockbridge, Ohio 43149

Company Complaining About: Frontier Communications

Description

Nothing has improved as of 11/1/2016. Some upgrades were done but service is still unusable at times. West Virginia has settled with Frontier over these same issues. Ohio AG is now involved. Frontier has not spent the money to keep pace with the rest of the world.

Ticket: # 1296567 - Spectrum Internet: Misleading speed offers for Wichita Falls, TX

Date: 11/1/2016 12:55:09 PM

City/State/Zip: Wichita Falls, Texas 76308 Company Complaining About: Time Warner

Description

I've had Time Warner Cable internet for a few years. Latest plan I had was the Extreme plan with speed of 30 Mbps down/5 Mbps up. After the recent merger with Charter as Spectrum, TWC advertised rates online to us saying "Up to 60 Mbps" which I called and got that promotion added for \$39.99.

After 24 hours, my speed was still 35 Mbps down/6 Mbps up with their speed test. After an extra 36 hours of talking to 5 online Chat Agents, 2 Tier 1 techs, 2 Tier 3 techs, billing and sales departments, my issue was unresolved. I had also opened up communications on the TWC forums which after a few days, I got a private response from TWC to mention Wichita Falls, TX only offers "30/5" and "100/5" plans currently while some cities do "60/5" and "100/5". I've had many posters with information state that there is no "upgrading of the lines" needed as TWC kept telling me if the line can already do the previously 30/5 and 50/5 plans that were offered in town by TWC. The 50/5 plans were rolled over to 100/5 according to co-workers who had the plan, while TWC/Spectrum left the 30/5 plans the same instead of updating the plan to 60/5 as other cities, yet advertising 60/5 to us. There are many others signing up to TWC in Wichita Falls and only getting 60/5 speeds when being advertised 30/5 online when they type in their zip code.

Here is the link to the forum post:

((b) (6)

Below is the response privately from TWC:

"From: Moderator TWC ForumsHelp

Sent: 10-26-2016 09:39 PM

Add TWC_ForumsHelp to Friends Ignore TWC_ForumsHelp Report Inappropriate Content Thank you for that information (b) (6) and (b) (6). I understand the confusion and frustration. I am seeing in your area with the Spectrum pricing the only speeds available with their pricing is 30/5 or 100/5. The availability of speeds is based on different cities. Some areas the options are 30/5 and 100/5 other areas is 60/5 and 100/5. Then there are areas that upgraded to faster speeds with TWC so they have 100/10 or 300/20 as an option. Eventually as the merger and transition continues the speeds will be standardized. As of right now you are paying less for the same speeds that you had before. I do apologize for the misinformation.

Tyleen
TWC-Social Media Customer Care
Forum Moderator"

"From: Moderator TWC ForumsHelp

Sent: 10-27-2016 06:03 AM Add TWC_ForumsHelp to Friends Ignore TWC_ForumsHelp Report Inappropriate Content Hib (6) and (b) (6) and (c) (6)

I have looked into this further and confirmed that Wichita Falls offers speeds of 30/5 or 100/5. I do not have any information on when 60/5 will be available for the Wichita Falls area. I do see that a \$10 credit has been applied to your account by Rosa yesterday for the inconvenience.

Thank you for participating in the Forums.

Regards, Stephanie S. Social Media Customer Care Moderator - Community Forums"

As my co-workers have 100/5 offered to them automatically from their previous 50/5 speed, it's untrue that TWC has to "upgrade" the lines and that our maximum speed is 30/5. TWC in this area is just choosing to limit those previously holding the plan in Wichita falls to 30/5 instead of boosting to 60/5 like other cities while boosting the 50/5 holders to 100/5.

TWC in Wichita Falls should boost our speeds to 60/5 if we previously had 30/5 like they do for other cities, or openly state it's 30/5.

Ticket: # 1297241 - Liberty Home Internet

Date: 11/1/2016 5:08:21 PM

City/State/Zip: Aguada, Puerto Rico 00602

Company Complaining About: Liberty Puerto Rico

Description

My internet is slower than the price I am being charged for. I am being charged for 20 Mbps but after running speed tests, I am getting less than then 10Mbps. I ran several speed tests using the tool on www.twc.com and also on Liberty's speed test site https://speedtestsju.libertypr.com/. From the 8 tests I ran, the program reported a low of 2.49 Mbps and a high of 9.65 Mbps download speed; a low of 0.58 and a high of 0.76 Mbps upload speed. The average download speed was 5.93 Mbps and the average upload speed was 0.68 Mbps. These tests were run on 11/01/206 between 4:20PM and 4:40PM. I have run the test on other days and get similar results. I have attached a pdf of a screen shot from one of the tests. As you can see at the bottom of the screen, it identifies the cable company as Puerto Rico Cable Acquisition Company with IP address. Also attached is the statement with the charges for Internet 20M.

Ticket: # 1297333 - Hughes Net

Date: 11/1/2016 5:50:57 PM

City/State/Zip: Wheeler, Illinois 62479

Company Complaining About: Hughes Net

Description

I pay over \$100 a month for satellite internet that promises me 15mbps download speeds and I there are many times I get less than 1mbps. Most of the time it is 5-6. I've called and called and they will not help. I was on the phone the other night over an hour trying to do speed test with their customer support and couldn't even get the speed test site to launch on my computer because our internet was so slow. You know what she said (in broken english?) call back when you have a better internet speed!

Ticket: # 1297372 - Internet Speeds and Pricing

Date: 11/1/2016 6:16:10 PM

City/State/Zip: Carlsbad, New Mexico 88220

Company Complaining About: Windstream Communications

Description

I am paying Windstream \$59 a month for a six megabite per second speed. The bill after taxes comes out to \$90 a month. I'm having issues with speed and have to hookup to my phone most of the time. I run speed tests and constantly get speeds lower than 2MB/s. I have had this issue for months and nothing is being done to increase these speeds. Windstream advertises faster speeds and can't provide them. Is there anything that can be done?

Ticket: # 1297638 - ISP Is NOT providing service anywhere near what was agreed on contractually.

Date: 11/1/2016 8:56:58 PM

City/State/Zip: Melbourne, Florida 32935

Company Complaining About: Hotwire Communications

Description

I pay \$35.27 every month for what they list as "15M". I have attached a screen capture from their website where they list this fastest package with the flat-out false statement, "Dominate online gaming and stream HD video without delay."

My ISP consistently fails at providing anywhere near the speeds that they agreed to provide. Below are speed tests I just completed between 08:30PM EDT and 08:45PM EDT today, November 1, 2016.

(b) (6)

Note: The time/day in the speedtests images is listed in GMT.

Please help me! I don't have any alternatives when it comes to Internet Service Providers. This company owns the fiber that is run into my home, and my entire neighborhood is miserable.

Ticket: # 1297694 - Internet

Date: 11/1/2016 9:35:54 PM

City/State/Zip: Vancouver, Washington 98662 Company Complaining About: Centurylink

Description



Ticket: # 1297789 - Comcast slow internet

Date: 11/1/2016 11:12:29 PM

City/State/Zip: North Lauderdale, Florida 33068

Company Complaining About: Comcast

Description

We are paying for 105mpbs speeds and getting 14.50mbps IPv4 & 19.14mbps IPv6 download speeds. This is effecting everything from our security system to everyday usage. The problem has been intermittent over the last several months but since Oct 28, 2016 it has become very crippling. The tech came to our house 10/31/16 saying that they were already aware of the problem and it has to do with our area. He said something to do with a node and it would take anywhere from week to possibly a month to fix. He then put a ticket for maintenance who were in the area today 11/1/16 and although the speeds picked up a bit to 30mpbs, as I type this I am looking at the latest specs which is back down to 14.50 mpbs download. Comcast left a message on phone today that the maintenance ticket was closed. I googled who comcast answers to and found my way to this site. I humbly ask for your assistance in this matter.

Ticket: # 1297888 - Extreme Throttling on Unlimited Data Plan

Date: 11/2/2016 1:58:19 AM

City/State/Zip: Phelan, California 92371 Company Complaining About: T Mobile

Description

I have been paying for unlimited internet for over a year. Speeds have become unusably slow (sometimes lower than 1 mbps). I asked T-Mobile and they said they've throttled my data (according to "FCC mandate") because I used 37 GB for the month, which was mostly during off-peak hours in the early AM and really isn't an exorbitant amount of data for an unlimited plan. I demanded they not throttle my data. They refused. I can accept throttling if they throttle to reasonable speeds such as at least 5 mbps. It's often less than 2 and sometimes less than 1, which is unacceptable on an unlimited plan with 4GLTE.

Ticket: # 1297924 - time warner cable not giving the speeds promised

Date: 11/2/2016 3:40:06 AM

City/State/Zip: Sunnyside, New York 11104 Company Complaining About: Time Warner

Description

I have been paying time warner cable for speeds that were promised to me of up to 200 mbps on internet and I proceeded to check the actual speed with a third party company online and the speeds were up to 5.77 ONLY!!! after contacting TWC for them to fix the issue then it went up to 15 mbps and subsequently I was told that the package i have was only for 50 mpbs but they had "promotionaly" given me the 200 mpbs of which I am getting none, I'd like you to investigate these deceiving practices. I can provide with a copy of the chat that I had done with employees and a supervisor.

Ticket: # 1298186 - Internet speed

Date: 11/2/2016 11:05:55 AM

City/State/Zip: Walkerton, Virginia 23177

Company Complaining About: Gamewood Technology Group, Inc.

Description

The internet speed that I receive from Gamewood Technology is never anywhere near the promised 3 Mbps up and down. They have been promising an upgrade to the network for over 6 months. I am paying for something that I am not receiving. I was paying for the even higher plan, but downgraded to this plan because of the horrible speeds. They need to upgrade the service to what they promised to provide compensation back to cover the discrepancy.

Ticket: # 1298210 - Hughes Net- Mislead and Fraudulent Business practice

Date: 11/2/2016 11:14:35 AM **City/State/Zip:** Tripoli, Iowa 50676

Company Complaining About: Hughes Net

Description

I signed up for Hughes Net internet service so that I could work from home, I was told on a recorded line that if I was unable to work from home that I would not have to pay any disconnection fees including the \$400.00 early termination fee and the \$800.00 equipment fee. Because of the poor internet speed I have been unable to work from home. I have sent several hours on the phone with them trying to get the issues resolved. I have had to take several days off work to meet the techs to installed the different services (Jupiter/ Space Way/ Residential) None of which worked properly. I canceled my service and was told told that they they would wave the \$400.00 early termination fee but would be charged the \$600.00 for the equipment fee I will get a \$200.00 credit if I return the equipment. I was mislead in signing the contract and I was lied to about the fees that would be charged if their services did not work. I have explained to Hughes Net that I was told that I would not have to pay these fees, they said there is nothing that they can do and that I will be billed.

Ticket: # 1298215 - TWC Limiting Data Rates

Date: 11/2/2016 11:17:23 AM

City/State/Zip: San Antonio, Texas 78240 Company Complaining About: Time Warner

Description

- -Customer Since May 2015
- -First Reported to ISP of slow internet in June 2015
- -Called Technical Support Several Times Since June 2015
- -On October 27th 2016 I called Technical Support due to No Internet
- -ISP Technician came out on October 28th 2016 and indicated that line had been damaged due to landscaping company.
- -ISP Technician stated that he replaced the line with new and that I should see better speed with he new line, since the old line had a filter on it.
- -ISP Technician stated that the old line was used for cable and internet and a filter on the line allowed them to control which channels were available for cable customers.
- ISP Technician said that the ISP's filters bottle the bandwidth causing download speeds to be capped at about 20-25Mbps
- -ISP's CSR stated that unless I filed complaints every month that they did not do anything wrong, even though they owned, installed and controlled the filter that prevented my ability to utilize the full bandwidth they advertised and were charging for.

Ticket: # 1298352 - Internet and phone service poor

Date: 11/2/2016 12:05:20 PM

City/State/Zip: Long Beach, California 90814

Company Complaining About: Frontier Communications

Description

I am getting very slow response on Internet, unable to load web page or reach web page, phone dials but there is no ring, even on Frontier's customer service and bill pay service. That company is giving terrible service!

Ticket: # 1298386 - slow internet

Date: 11/2/2016 12:23:38 PM

City/State/Zip: Nordland, Washington 98358 Company Complaining About: Centurylink

Description

Century Link is not providing internet speed that they are supposed to in Nordland, WA

Ticket: # 1298569 - Terrible Internet Speeds and Customer Service

Date: 11/2/2016 1:29:07 PM

City/State/Zip: Berlin, New Jersey 08009 Company Complaining About: Comcast

Description

I am extremely frustrated and disappointed in Comcast's Internet speed and customer service. We updated our equipment (modem/router) a couple of months ago expecting to receive better internet speeds than from our outdated equipment. Instead, what we got was an interruption in our phone and fax service for over a week, interrupted cable service and beyond slow internet speeds! It took Comcast over a week to get someone to come out and address the issue with our phone and fax. Meanwhile, I run a business out of my home and my business was inconvenienced. After the phone lines were fixed and the cable seemed to stabilize, we continued to receive less than poor internet service. Again, since I run a home business, this made things very difficult. After 2 attempts with technicians, a new line was run outside of our house to improve the speed to the router/modem. We then had to hardwire our WIRELESS internet (with materials that we had to purchase) to get it to perform at speeds near what the Blast Service advertises. We were told Blast service should perform Downloads at 250Mbps and ours was testing at 0.55Mbps!

When I called to discuss credits that I was told I would receive I was treated poorly and told that all they could do was offer me a \$40 credit for my "interrupted" service because they only give full credits for NO service and they could tell that we had service for the 2 months it was performing poorly. Both the customer service woman and her supervisor were not very understanding and/or apologetic of the situation. We had now endured 2 months of terrible service, 3 technician visits and countless HOURS on the phone trying to rectify the situation. I was finally given a larger credit based only on the fact that was what I was quoted days before. I am completely dissatisfied with the way I was treated and the fact that the internet is still not performing the way it should on its own. Comcast should not advertise internet speeds that they cannot deliver!

Ticket: # 1298604 - Comcast's Internet Connection is significantly slower than what we are paying to receive.

Date: 11/2/2016 1:42:56 PM

City/State/Zip: Moorestown, New Jersey 08057

Company Complaining About: Comcast

Description

We are currently paying a lot of money for a 100 Mbps internet connection down with 25 Mbps Up. Our internet bandwidth is constantly below 35 Mbps download and below 10 Mbps upload. I have come to expect this kind of poor service from Comcast, but at this point we simply cannot run our business properly due to the lack of internet connectivity. It is immensely upsetting to me that we pay hundreds of dollars for something that barely even qualifies as "Broadband Internet" referencing the FCC's 2015 requirements of 25 Mbps or great download speed. We are several Mbps over this threshold at any point in time.

Ticket: # 1298658 - Internet speeds

Date: 11/2/2016 2:03:10 PM

City/State/Zip: Fresno, California 93710 Company Complaining About: Comcast

Description

Ticket: # 1298812 - Another example of pitiful internet service

Date: 11/2/2016 2:59:13 PM

City/State/Zip: Los Angeles, California 90026 Company Complaining About: Time Warner

Description

Hello. I just filed a complaint a few days ago about the awful service I receive from Time Warner Cable. I'm just emailing to upload an image from a download that's in progress right now. I bought a piece of software that is ~80GB and my download speed is crawling at around 1MB/second (WHEN I PAY FOR 100X that.) So, now I'm in the painful position of just waiting for literally days, hoping my connection doesn't go out at some point and ruin the download. This is the result of Time Warner and other ISPs not even providing a semblance of the service they advertise. Quite frankly, it should be illegal and a punishable crime to advertise 100 MB service and deliver not even 1% of that at times.

Ticket: # 1298919 - Centurylink overcharging for inferior service tiers

Date: 11/2/2016 3:38:52 PM

City/State/Zip: Broomfield, Colorado 80020 Company Complaining About: Centurylink

Description

Centurylink DSL service has been steadily degrading in neighborhood since home purchase decade ago (Oct 2005). I completely understand the DSL subscriber model and fact Centurylink oversubscribes users on finite bandwidth service.

My issue in nutshell: they are providing service for top tier of service that is inferior to a lower, cheaper tier.

example: I upgraded from 12Mbps to 20Mbps and only get consistent 8Mbps service.

I suggest FCC ++ consumer protection agency (or similar) should be protecting rights of consumers.

Why should I pay for higher service tier if it doesn't meet service standard of LOWER and CHEAPER tier?

Please just start fining Centurylink until they stop this practice of padding their profits with inferior service and unfair pricing.

Ticket: # 1298935 - Internet speed fraud Comcast xfinity

Date: 11/2/2016 3:45:21 PM

City/State/Zip: Lynn Haven, Florida 32444 Company Complaining About: Comcast

Description

Comcast is charging consumers fees for blast speed at 75mbps and only delivering 20mbps. Consumers are unaware and oblivious. Only a trained or Internet savvy techy can measure the difference. They offer no solutions but excuses and the same "read out of a book" techy troubleshooting.

The problem is not the speed in which the modem communicates with the computer. The problem is in the speed in which the modem communicates with their servers.

Comcast has been known and is throttling down on consumers in order to hog bandwidth, for "unknown" purpose.

This throttling down is being used to promote upgrades to higher speed services which are at the corporate industry "cost"

Upon discovering this discrepancy, I optimized my Mac and Modem, "both of which exceed adequacy and Comcast Technological requirements with no results.

I asked Comcast to recheck the order status for the service connection received only to obtain the same results... "We have done everything"

An online downgrade option is not available. Since I am obtaining 20mbps speeds I attempted to downgrade so as to pay for "20mbps" speed. However It is not available online.

Upgrade to higher paying services is however available online via their login page.

I intend to pursue this matter and file litigation against this corporation for theft.

Please investigate.

(b) (6)

Ticket: # 1299038 - Ridiculous Comcast Datacap

Date: 11/2/2016 4:22:19 PM

City/State/Zip: San Francisco, California 94105

Company Complaining About: Comcast

Description

When I first heard about the 1TB datacap from Comcast, I didn't think too much of it, but I recently found out that there is then a \$200 fee if you go over the cap. The same fee applies if you go over by a byte, or a terabyte, which is obscene since this clearly doesn't reflect any of their actual costs.

The \$50/month add-on for getting "unlimited data", is a terrible option as well since they are clearly just trying to lower competition against HD streaming services to push their cable packages more, and in an unfair manner.

I already pay a lot for an "up to" 100Mbit/sec internet package with them and almost always am stuck with ridiculous speeds below 10Mbit/sec. The amount of control Comcast has over the market is incredibly unfair to consumers. I'd love to ditch Comcast, but there are simply no reasonable options available for me other than DSL plans that will likely perform even worse.

The monopoly Comcast has is out of control and requires better regulation.

Ticket: # 1299204 - poor internet. Paid for service I continually do not receive.

Date: 11/2/2016 5:10:41 PM

City/State/Zip: Pittsburgh, Pennsylvania 15238

Company Complaining About: Comcast

Description

Poor internet speed despite periodic attempts to repair. My download speeds have been only 7-12 Mbps while I should be closer to 100. I pay for a high level service but get a small percentage of what I have been paying for. Repairs have been periodic, always time consuming, inconvenient, and worst of all arrogant - for only short term fixes, then speed dramatically slows again. Hard to believe it is not on purpose. Web pages slow to load. Netflix movies freeze.

I have never filed a complaint like this but after I called to express my dissatisfaction, line disconnected and I did not receive a call back. I find Comcast promises and service to be so poor that I had file this complaint.

Ticket: # 1299397 - Re: Re: FCC complaint

Date: 11/2/2016 6:57:10 PM

City/State/Zip: Cedar Hill, Texas 75104 Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1283935 "Re: FCC complaint"

We still have problems...

AT&T is charging me for broadband access and they do not currently fulfill that legal requirement. FCC defines broadband from a download speed of 4 Mbps and 1 Mbps upload to 25 Mbps down and 3 Mbps up. And, AT&T is charging me for services that they do not provide. I have taken the opportunity to report my findings on my twitter feed. As you see some of my findings were reporting speeds that were at kbps vs mbps. Kbps do not consitute broadband and therefore I would like a refund.

(b) (6)

We have been constantly calling AT&T repair in order to rectify this issue as well as other issues. SEE Search LINK:

Ticket: # 1299447 - Year long fight to get my internet working want full refund for

services not received

Date: 11/2/2016 7:33:01 PM

City/State/Zip: Orange Beach, Alabama 36542 Company Complaining About: Broad Star

Description

I have been having problems with my internet and cable for around three years now. My internet and cable provider is Broad Star, they provide me with Dish cable in the apartment complex I live in. Unfortunately they are my only choice for internet and cable. I upgraded last year in October to a new plan. I upgraded thinking it would fix some of the problems I was having. My original plan was 30mbs and regular cable. My problem was that my internet was very slow and would not stay connected which I had called on numerous times to fix which they could only fix my ping issue and never could fix the speed. I was only receiving around 11mbs at most. So when the Regional Account Manager came to the apartment complex with a new deal which was 175mbs with DVR and more channels I decided it might help to upgrade being they just installed new cables and fixed a few things on property attachment with deal will be included. So I upgraded and from the beginning I have problems starting with it took a few weeks for them to even get my internet working at all. So I went from slow internet to no internet. I signed the contract the first day the regional account manager was at the complex Wednesday, September 30 and I went back to my apartment with a modem which I had said I could hook up. After waiting for about a hour for the modem to hook up I called the Regional account manager to inform her that the modem was not hooking up. She said she would send a one of her techs out to look at that night Wednesday, September 30. No one showed up. I called the next day to find out why and the response was they came and knocked on my door and no one answered. Which my patio door had been open all night along with the fact I myself was home all night. So a day or two later the normal tech who works in the apartment complex came by after calling me to find out what apartment I was in due to the fact there was not a apartment number on the work order that was originally sent out. Not off to a great start already being lied to by Broad Star after upgrading. How could the first tech have knocked on my door not having my apartment number? Now after waiting a week or two to finally get my internet to work I was still having the same problem I had before I upgraded which is slow internet. I sent multiple emails to multiple customer help representatives with screen shots of my internets slow speeds, which will also be included. I also requested to talk to multiple managers which I requested information about my account and what I was paying for as far as speeds for my internet. Asking if I was in fact receiving the 175mbs because one of the techs that had showed up to my house told me that they could not actually provide 175mbs and only could provide 100mbs. I went to the website for BroadStar and to my surprise indeed for this area they had changed the speed to 100mbs, and after multiple times I asked was assured I was still getting 17mbs. So around June is when this was happening and at this time I had been asking for credits to my bill or a change to my bill until they could fix the problem. Which they ended up stopping my bill completely. Now at the same time I was also having problems with my cable pixilation to the point that five of my channels where not watchable. Recently I requested all the Information in detail about my account. The dates for technician visits, the amount of phone calls I had made and the representatives and mangers I talked to, along with a breakdown of my bills from the day I upgraded because the website doesn't break down everything that I am paying for. I was told the manager would have to talk to her supervisor about it and then she would call back. Now this was a month ago I requested this

information. I do not receive phone calls back just the run around from everyone I talk to. Now my speed was around 22mbs which is almost what I was paying for before I upgraded from the 30mbs to the 175mbs. Each time I called I was informed that the problem was being escalated. I have called to date October 31st, forty eight times with some of the calls lasting for a hour or more. I have had around six technician visits and around four appointments scheduled for tier two technician visits that no one showed up for. When I called to find out why no one showed up to my house after four hours of waiting, I get informed that the tech would be working off site and didn't need to come to my house. Now I finally had a tier two technician come out to my house from October 19th-21st on property trying to fix my problem. Which by the 21st of October he had indeed improved my internet speed. Since then I called back asking about the information I requested along with a FULL Refund to my account not a credit but a full refund for the fact it has taken a full year to get my internet in good working order. Now with that being said my internet as only improved from 22mbs to around 40mbs-60mbs still not even half of the 175mbs that I was paying for. Now if BroadStar had indeed dropped the speed from 175mbs to 100mbs, I was never informed by email or phone call or a change in billing to reflect the change in speed. If the speed was 100mbs and I had been notified of this change then my internet speed is right where it should be which I am fine with had I been informed of the change along with a billing change. I would like a full refund of \$977.87 from the date I upgrade to the last time I was billed. This includes my cable which has not been fixed and for some reasons technician fees I was charged for BroadStar to fix problems with their equipment and taxes. I will include dates of phone calls and emails sent to BroadStar along with received emails. I hope that this issue can be resolved and a full refund of services not rendered. Some dates are the same due to multiple calls the same day also does not include all dates.

- Dates called
- 10/2/2015 10/2 10/5 10/5 10/5 10/6 10/6 10/6 10/6 10/7 10/8 10/15 11/9 11/19
- 1/2/2016 1/6 1/25 2/2 2/4 2/5 2/16 3/7 5/2 5/4 5/9 5/11 5/12 5/17 5/19 5/20 5/24 5/26 6/24 7/21 7/27 8/15 8/16 8/18 8/31 9/13 9/22 Thank you for your time

Ticket: # 1299482 - Re: Re: FCC complaint

Date: 11/2/2016 7:50:53 PM

City/State/Zip: Cedar Hill, Texas 75104 Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1283935 "Re: FCC complaint"

We still have problems...

AT&T is charging me for broadband access and they do not currently fulfill that legal requirement. FCC defines broadband from a download speed of 4 Mbps and 1 Mbps upload to 25 Mbps down and 3 Mbps up. And, AT&T is charging me for services that they do not provide. I have taken the opportunity to report my findings on my twitter feed. As you see some of my findings were reporting speeds that were at kbps vs mbps. Kbps do not consitute broadband and therefore I would like a refund.

(b) (6)

We have been constantly calling AT&T repair in order to rectify this issue as well as other issues. SEE Search LINK:

Ticket: # 1299654 - internet speed

Date: 11/2/2016 10:13:30 PM

City/State/Zip: Asdfasdf, Arkansas 12345 Company Complaining About: Cox

Description

I am paying for 150 Mbps DL and 10 Mbps UL. End result: 30 Mbps DL, 10 Mbps UL.

Ticket: # 1299735 - Failure to provide advertised internet speed.

Date: 11/3/2016 12:06:33 AM

City/State/Zip: Youngwood, Pennsylvania 15697

Company Complaining About: Comcast

Description

The internet I'm paying for is 200mb/sec. With brand new, or up to date equipment. I am averaging 25mb/sec almost every day on all my devices.

I want what I'm paying for consistently, and reliably.

Ticket: # 1299835 - AT&T DSL Speed

Date: 11/3/2016 7:40:45 AM

City/State/Zip: Sugar Grove, Illinois 60554 **Company Complaining About:** AT&T

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1300321 - Internet service

Date: 11/3/2016 12:52:13 PM

City/State/Zip: Palm Springs, California 92262 Company Complaining About: Time Warner

Description

Time Warner Cable has been charging for speeds it does not deliver. Suddenly, after the acquisition by Spectrum, the price drops from \$123/mo to \$85/mo for allegedly faster service. However still no better than 9Mps, and there is NO alternative in the city of Palm Springs.

Ticket: # 1300526 - Internet Speed 1/20th of advertised and what I'm paying for

Date: 11/3/2016 2:02:27 PM

City/State/Zip: Los Angeles, California 90066 Company Complaining About: Time Warner

Description

I was having issues downloading files from my work network so I did a speed test and I am paying for 20Mbps but speed test indicated I am getting 0.81Mbps download and 1.39Mbps upload. I am paying extra to have faster connection but getting the slowest speed since dial-up. Additionally, they charged me for equipment I did not have - I spent hours on the phone getting my \$ back which is time I will never get back.

Ticket: # 1300807 - slow internet speed

Date: 11/3/2016 3:44:09 PM

City/State/Zip: New Marshfield, Ohio 45766

Company Complaining About: Frontier Communications

Description

Frontier is my landline and internet provider.i must have a landline for power outages b/c of no cell phone service.company rep said they could increase the internet speed months ago, i see no difference.previously told me nothing they could do or speed should be good.i cannot open some websites nor stay connected.

Ticket: # 1300830 - Time Warner Cable (spectrum)

Date: 11/3/2016 3:51:50 PM

City/State/Zip: Claremont, California 91711 Company Complaining About: Time Warner

Description

We pay for 200 mbs service and we are provided 30mbs

Ticket: # 1301153 - Frontier's 0Failure to Provide Service or allow others to provide

service

Date: 11/3/2016 6:20:31 PM

City/State/Zip: Ridgecrest, California 93555

Company Complaining About: Frontier Communications

Description

Frontier is charging for 3 mbs but will not update their equipment to provide that service. Technician checked my line and said I should be able to receive 7 mbs. Currently download speed is 1 mbs at best and intermittent. I called second local internet provider to switch service. I was informed by second provider that Frontier would not allow use of telephone line to deliver DSL service

Ticket: # 1301465 - Internet Speed

Date: 11/3/2016 9:45:20 PM

City/State/Zip: Decaturville, Tennessee 38329

Company Complaining About: Tds

Description

The problem that I am bring up here is not my just my individual home service but others in the area as admitted by TDS themselves.

Over the last several months the speed of the internet service provided by TDS has degraded to about one third or less most of the time of what the monthly plan that I pay a monthly fee for. I have a 15mb plan with a dedicated line. I have talked with TDS on several occasions during the last few months and they always tell me that they know they have a problem and are working on fixing it. This has been ongoing for approximately a year.

I talked one of their representatives via phone today and was told the same thing, that they know the speed being delivered is not what is being paid for, In other words they are not delivering the product they advertise. After the phone conversation today I decided to visited the local engineering office of TDS in Parsons and talked with an engineer. The engineer told me that they didn't have the ability to provide the speed that is being advertised because their lines currently could not handle the amount of homes being served because of the growth in subscribers. He explained it this way "Think of it as a doorway and too many people are trying to get through the door at the same time". Now having said that I understand the data flow limits on conventional DSL service lines. The problem is that TDS is still charging the same price for more than they can deliver without any reduction of the monthly charges for consumers whom are on that plan.

Now I realize that you generally are not going to get 100 per cent of the advertised speed but most of the time I only get 10 to 25 percent of what is being paid for.

I feel that someone at the FCC who has the ability and authority to look into this matter that may help many consumers in several areas and would be greatly appreciated by more than just myself.

Ticket: # 1301502 - data issues

Date: 11/3/2016 10:13:30 PM

City/State/Zip: Memphis, Tennessee 38125 Company Complaining About: T Mobile

Description

I have unlimited data usage with tmobile. As a matter of fact I have an old plan that is not even offered anymore. I have been getting messages about my data usage and have noticed my Internet slower. I've spoken with them recently about this that the caps they put on their users does not included because of the data plan that I had did not have caps considering I have an old plan that is not offered. I also notified them that if I had issues I would be filing a complaint with the fcc.

Ticket: # 1301504 - Internet speed

Date: 11/3/2016 10:17:20 PM

City/State/Zip: Waxahachie, Texas 75165 Company Complaining About: AT&T

Description

I have at&t internet service. I'm paying for 75 Mbps but I'm only getting 15 to 20 Mbps on a good day. I have gone through their protocol to reset router with no increase in speed. When I ordered at&t service I was paying for 45mbps the tech had left before system was completely on line. Been with them since Augest 2014. I had talked to one of the sales guys at our local at&t store and was told if my house was not wired with cat5 cable I would never get 45 Mbps much less 75 mbps. So they know that when they installed my equipment I would never get what I'm paying for. I have filed a complaint with the bbb but at&t tells them they have been trying to contact me and I'm not answering the phone. I was contacted one time like the day after I filed my complaint and was told someone would contact me within the next 3 days and I'm still waiting. Filed complaint on 10/24/16. BBB sent me an email on 11/02/16 with company's response which I could not access. I sent a message to the bbb and was sent the companies response which they say that they have be calling me and I'm not answering my phone which is not true. Seams like to me they have so much power and money the consumer are handcuffed on what they can do to stop companies like this from taking advantage of them.

Ticket: # 1301554 - Slow speed

Date: 11/3/2016 11:12:25 PM

City/State/Zip: Oneonta, Alabama 35121 Company Complaining About: Otelco

Description

Speed has been locked at 1Mb dl since April 2016. We've contacted otelco about this but they says there's nothing they can do. Apparently. We're supposed to have 4Mb dl. Not much better but it makes a difference.

Ticket: # 1301600 - Slow Internet Speeds

Date: 11/4/2016 12:12:48 AM

City/State/Zip: Hinesville, Georgia 31313 Company Complaining About: Comcast

Description

Xfinity is providing much lower speeds than advertised. The advertised plan I am currently paying for is 25 Mbps and in speed tests I'm getting between 1.5 Mbps and 10 Mbps

Ticket: # 1302122 - Time Warner Business Class

Date: 11/4/2016 11:50:09 AM

City/State/Zip: Menomonee Falls, Wisconsin 53051

Company Complaining About: Time Warner

Description

Description

We are have internet issues and no one from Time Warner wants to fix the problems. We run VOIP phones and when the Internet speed drops and the line crack, pop, full of jitter and no one can hear us, we have nothing but problems. Their is a window when this cable starts to crash its from 11 am -4 pm on certain days. I was told by Time Warner own technician that the problem is over their heads and its up stream from our location. I was told that it will take an level 3 engineer to figure out what is happening. We are paying \$210.19 a month for 25 upload x 3 down load. Since February we have burned up 3 modems, had the techs out here 10 times all for the same issues. We have had 4 different techs out here, all saying the same thing. Time Warner is not willing to fix the problems with their cable. We as a business are paying for a service that Time Warner cannot maintain. And or they do not want to fix it. The reason I filing this is we are in Menomonee Falls, WI. I live in Sussex, WI and this garbage is starting to happen in Sussex. Where the cable is dropping out, we have digital phones, the same thing that our VOIP phones are picking up is happening to the digital phones and their cable service. I just called Time Warner cable and they gave me the biggest line of BS I have ever heard. I bought equipment to help with the sound quality. I have to pay our IT tech for hours of his time to deal with Time Warner to try to figure out these issues. I'm at my wits end. I attached a file of email and calls I have had with time Warner Cable. Can The FCC please look into this?

Ticket: # 1302336 - Problem with Spectrum/Time Warner

Date: 11/4/2016 1:06:29 PM

City/State/Zip: Costa Mesa, California 92626 Company Complaining About: Charter

Description

I have been a customer of TWC for some time with internet only. I have the Extreme Internet Plan \$59.99 with the Ultimate 200 upgrade \$20.00 for a total of 79.99 The problem is when I do speed tests I never see over 100 MBS typically it is 80 something. I call technical support and the issue does not get resolved. I call billing and they say everything is correct. After I talk to them for a time the phone mysteriously cuts out and they are gone. I am tired of paying for premium service and getting the same basic service.

Ticket: # 1302364 - Internet
Date: 11/4/2016 1:14:08 PM

City/State/Zip: Newport, Pennsylvania 17074 Company Complaining About: Centurylink

Description

Have been paying for 10 megabits of down load speed and only getting 1.47 have called many times nothing is done spent hours on the phone waiting, This has been going on for over two years and all I get is excuses, Internet does not work properly and is very slow loses connection often cannot stream at all. But they keep sending me a bill. This is the only Internet company I can get in my area and they know I am stuck with them, and sure seems like they just do not give a damn. There are other issues with tec support and repair appointments not being kept. And customer service just hanging up several times, records are conveniently lost until my bill is due then the records are mysteriously found.

Ticket: # 1302771 - Slow Speeds

Date: 11/4/2016 3:07:22 PM

City/State/Zip: Dundalk, Maryland 21222 Company Complaining About: Metropcs

Description

My speeds are not as advertized

Ticket: # 1302802 - ongoing issues with our internet service

Date: 11/4/2016 3:18:11 PM

City/State/Zip: Chicago, Illinois 60641 Company Complaining About: Comcast

Description

We have been paying for internet services (full amount and have only received less than 1/2 that service since 2014. after tons of visits from Comcast to repair this issue, it is still ongoing, we requested refund of monies spent for the services not received, Sherri (point of our contact: executive office at the Philly Corp Office offer \$150, I explained that's not satisfactory nor fair since you taken our money's for something we are NOT, TO THIS DATE RECEVING, and there still billing us or full service, not fair, isn't that stealing?

Ticket: # 1303214 - internet speed

Date: 11/4/2016 6:30:15 PM

City/State/Zip: Twin Falls, Idaho 83301 Company Complaining About: Cable One

Description

My cable company advertises 100 meg speed in our area and I signed up for it. I received that speed or close as I could get for quite some time. Lately my speed seems to be about half of what it should be. The cable company came out with their equipment and said it was over the speed I was paying for and that it was my equipment nothing they could do. I have measured the speed on three different devices using different operating systems and all 3 get the same results about half the speed I am paying for. The only people that get more than the correct speed is the cable company tech. Seems odd to me

Ticket: # 1303276 - CenturyLink

Date: 11/4/2016 7:28:32 PM

City/State/Zip: Pueblo West, Colorado 81007 Company Complaining About: Centurylink

Description

I first started having problems a few weeks ago. I ran connection speed tests and they all came in in around 1.5 mbps at most. I pay for 7 mbps. I used the chat option and they said they were optimizing the line. I chatted with them again. Then they said their tools were down, but would try and help me. Then I was disconnected from the chat. I have called 3 times and they have hung up on me. I am still only getting 1.5 mbps, but now it is sporadic. It cuts out every few minutes.

Ticket: # 1303352 - Not getting advertised speeds or reimbursement for lack of advertised speeds after repeated technical support calls

Date: 11/4/2016 8:36:55 PM

City/State/Zip: Morrisville, North Carolina 27560 Company Complaining About: Time Warner

Description

I'm paying for 300mbps download speeds from TWC in Morrisville, NC. After a few hours, the speed is greatly reduced, sometimes to just 4-10 mbps. I call technical support, they re-authorize the modem, it performs at 300mbps once again, and they close my ticket without a reimbursement. After a few hours, the speed is reduced again. I'm on my 3rd or 4th conversation with technical support about the issue over a two-month period and I don't have the time or patience to constantly call and complain about a problem that is never solved. They send out multiple technicians, each of whom fix the problem temporarily, but then it returns to slow speeds later that day. For probably 99% of the time we've had our subscription, we haven't had anywhere near the advertised speeds, but every time I complain they re-authorize it and it's fixed for a few hours. It seems very misleading to have a "burst" speed of 300mbps that they can always hit after installing or re-authorizing a modem which degrades to very slow speeds during all other periods. They are not providing the service I am paying for, and I have no alternative high-speed internet providers available in my area. High internet speeds are required to perform my job properly while working from home, and because of the lack of advertised service provided I must now consider reloacating and incurring massive fees (thousands of dollars) to break a 14-month lease in order to continue employment. TWC should NOT be permitted to advertise speeds it can never hit with reasonable (even 50%) consistency.

Ticket: # 1303385 - false advertisment was reeled into a contract

Date: 11/4/2016 9:11:27 PM

City/State/Zip: Bushnell, Florida 33513 Company Complaining About: Centurylink

Description

i was promised 20mbs with century when i got my service installed im only getting 6mps why sell me something of your not promised to delivered. I have contact numerous times with no results we just moved to this address and now we get a report that this address is ban and we can no longer do any upgrades and now were stuck with 6mps and nobody can help me they shouldnt taken my social number then tell me there is previous balance at this address i had no idea like i informed them i just move here

Ticket: # 1303443 - Slow speeds

Date: 11/4/2016 10:14:06 PM

City/State/Zip: Brentwood, California 94513 Company Complaining About: Comcast

Description

Hello,

How are you doing? I am making a complaint against Comcast / Xfinity for inconsistent and less than advertised speeds. I have never received the speeds that I am paying for 200 Mbps down and 10 Mbps up. I am lucky if I get 50 down. I have made multiple attempts to get this resolved, and I am just told something different every time. I have had at least a dozen techs out here to try to fix this, on different occasions. A few told me to buy a router, which I did buy a few hundred dollar one, and that did not help. Some have told me it has to do with the wiring in the main box on the street, that it will be fixed in 72 hours(It has never been), some have even told me that it is my houses wiring. Which, the coaxial cables were even installed by ... Comcast lol.

I am at a complete loss of what to do, I have exhausted everything I can think of. I also ran some speed test to show you what I am talking about. They were all done with either 802.11 AC wifi or Cat 6 ethernet, all coming from an Asus router that was a few hundred dollars, connecting with dual (For load balancing) ethernet cables to Xfinity wireless gateway, which is acting as a modem. Also, I know that this is a Xfinity problem, as I have run file transfer test with my router, and receive around 500 Mbps, and the router can support 1,700 Mbps+ on the 5Ghz band.

Thank you!

Ticket: # 1303446 - Internet Speed failure

Date: 11/4/2016 10:20:45 PM

City/State/Zip: Kingwood, Texas 77339 Company Complaining About: Centurylink

Description

I have been a CenturyLink internet customer for 3 years and they have been promising to enhance the capabilities every time I resigned. The last 3-4 months we have had no upload capability and when I ran the test it was .01. My neighbors all seem to have the same problem. I have to go to work to pay my bills or send emails on a Comcast internet connection. They offer different tiers of pricing and I'm paying for the top tier but unable to use the connection at all, I have not received my final billI so am coding as current customer but cancelled my service as of last week. I feel I should be reimbursed for them not keeping their promise of internet speed or some other company should be allowed to offer reliable internet in the area. The only competition is Suddenlink which they are equally as horrible

Ticket: # 1303518 - Low Internet Upload Speeds, Low Internet Download Speeds, Poor Customer Support, and Poor Conduct by Cox Field Technicians

Date: 11/5/2016 12:27:21 AM

City/State/Zip: Mesa, Arizona 85201 Company Complaining About: Cox

Description

The internet issues in our purchased service have been very apparent, as well as nearly impossible to solve.

Original issue as of Oct. 22nd, 2016:

The original issue suffered by myself, the consumer, is that while the download speed purchased was provided sufficiently, the upload speed was not. The purchased upload speed was 10 mbps. I would consistently receive less than 3 mbps.

This makes it impossible to stream to Twitch. Twitch is a streaming service in which users can stream video games, art, cooking and various other activities to viewers around the world. Twitch is used by million and is not the source of the problem.

We originally purchased internet speeds of 50 mbps download and 5 mbps upload. While we received the 50 mbps download as purchased, our upload speed was almost nothing. We'd rarely ever receive more than 2 or 3 mbps upload, and it'd often drop down to below 1 mbps upload.

In hopes of solving our issues, we upgraded our package to 150 mbps download and 10 upload. The goal was, by doubling our upload package, we'd get 4-6 mbps upload at a minimum. This was not the case.

Our download speed upgraded perfectly fine to 150 mbps, however the upload speed was unchanged. The upload speed was the purpose of our upgrade, and it was it was entirely overlooked. I wouldn't be surprised if its an inherit part of Cox internet services that the upload speed is completely unchanged between packages. Most consumers do not care about their upload speed. I do.

After getting absolutely no help via technical support, I filed an FCC complaint. The FCC complaint was answered in the form of a technician visit to look for an issue.

This is where an annoying problem turns into insanity, and where Cox's poor support and monopolystyle service shows:

After two separate technician visits by Cox, one of which came completely out of no where and without notice, it was confirmed that a coax cable had ingress and it could be the source of our issue. The next step was to get it replaced.

I obtained a valid letter of approval from the apartment complex management and scheduled the cable to be replaced.

The first Cox employee who came to replace my cable decided that he didn't want to go through the work of replacing the cable, by his own testimony. Rather, he switched out our modem and rushed out. The modem did nothing and changed nothing. He did not complete the work he was called to do and I was left to dial up technical support again and schedule another worker.

The second technician was suppose to arrive between 8 am and 10 am. I called technical support at 10:18 am to verify he was coming. It was verified. I waited over 4 hours for him to show before I called technical support back. I learned that the wrong technician had been scheduled by the phone support. The Cox employee had shown up, determined he would not be able to complete the schedule job because of the type of residence, canceled my appointment, and left. I was not told of this at any point. I waited for hours for an employee to show at my door and he never did.

I schedule for a third technician to show up. It was scheduled and I hoped the third time was the charm. I learned, however, that I would suddenly be charged 60\$ for this cable replacement. I had been told by multiple cox employees that the charge would not be mine or my complex's. I called Cox support again and talked to the supervisor.

Behold, my appointment was scheduled wrong for a third time. The supervisor caught it after I inquired. I nearly waited a third time for a job to not get completed. The supervisor properly scheduled the repair and the repair was completed on time and on the correct date.

The coax cable that was replaced has crippled my internet. Before I upgraded my internet speed, every single speed test showed 50 mbps download and after I upgraded, every speed test showed 150 mbps download. Now, half the speed tests I use show me getting less than 50 mbps. It is often inching around 20-30 mbps. On top of this, my upload is exactly as before; terrible.

On some days, my download speed is normal, however it is extremely inconsistent after the cable replacement.

Even when my upload speed is at its best, (which is around 5 mbps), I still cannot stream to Twitch. While my stream will start off fine, (which is a constant data upload of 2400 kbps), after an unspecified amount of time, the stream will crash to absolutely nothing. The record for longest without the crash occurring is 1 hour and 9 minutes.

This low upload speed, along with throttling of Twitch streamers is well documented among other consumers.

Multiple cox users can be found on the Cox forums stating the same exact problem I receive, which is very low upload speeds of 2-3 mbps.

(b) (6)

Timeline of events:

Oct. 22nd, 2016: Two Cox employees confirm ingress in coax cable.

Oct. 29th, 2016: Cox employee shows up, refuses to replace cable as scheduled. Replaced modem.

Nov. 1st, 2016: Cox employee does not show up, does not notify of appointment cancellation.

Nov. 2nd, 2016: Coax cable is successfully replaced,

I have spend tremendous effort to force Cox into providing the service I pay for. This effort has caused my internet speed to be worse than before.

To Cox, I now request both my speed issues solved and support complaints undergo reparation via the following demand:

- 1. Cox recognize the existence of my speed issue, and recognize the poor support both over-thephone and in person by Cox employees.
- 2. My internet package be not only upgraded to the highest package free of upgrade charge, but that, if possible, my account is flagged to allow for maximum possible traffic on my cables as physically possible (regardless of whether such a consumer package exists).

Ticket: # 1303543 - Awful Speeds

Date: 11/5/2016 2:07:15 AM

City/State/Zip: Plano, Texas 75023

Company Complaining About: Time Warner

Description

Description

I pay for 50 mb down. I regularly get less than a tenth of that. I've made one complaint, the technicians have come out and confirmed it's not the hardware. At 1 AM, I'm getting 2 megs down. I don't pay much for internet, but this is outrageous.

I would also like to add that I am firmly against data caps. Unrelated, but I'd like my voice to be heard.

Ticket: # 1303569 - Virgin Mobile Locking Out 3G

Date: 11/5/2016 7:32:09 AM

City/State/Zip: Norfolk, Virginia 23502

Company Complaining About: Virgin Mobile

Description

Virgin Mobile is locking out existing customers from getting 3G service. I have an iPhone 4S that used to connect via 3G but only connects via 1X. Buying a new phone will cost more up front and cost more per month. Virgin Mobile is ripping off existing customers with existing plans!

Ticket: # 1303636 - promised 25mps I am getting 16 mps

Date: 11/5/2016 10:53:37 AM

City/State/Zip: Ogden, Utah 84403

Company Complaining About: Comcast

Description

I signed up for 25 MPs internet and I am getting 16 MPs. I am NOT happy!

Ticket: # 1303858 - Cox Communications Has Horrible Service

Date: 11/5/2016 3:27:52 PM

City/State/Zip: Omaha, Nebraska 68116 Company Complaining About: Cox

Description

Extremely low download speed on every device. Calling the company directly does not resolve issues and often times customer service reps are rude and arrogant.

Ticket: # 1303899 - Horrible service-Not providing speeds contractually required

Date: 11/5/2016 4:19:12 PM

City/State/Zip: Jacksonville, Florida 32256 Company Complaining About: Comcast

Description

Internet is intermittent, service sucks, Comcast transfers and transfers, employees are rude, accuse their customers of being to blame for their issues, refuse to transfer to a supervisor and are a waste of time and money. They don't honor their agreement. These people have wasted over 15 hours of my time in less than a month. and offered a mere \$24 credit while the service is still not working. They offered to CHARGE ME to send a human out (\$80 ish) to fix the service that they can't provide. They won't let me cancel the account because they say there is no REASON to cancel the service. These people are a JOKE.

Ticket: # 1303954 - Never reaching full internet speed due to ISP

Date: 11/5/2016 5:17:43 PM

City/State/Zip: Lafayette, Indiana 47909

Company Complaining About: Frontier Communications

Description

When I contact the company about speeds reaching only half of what I was sign up for they said I was getting what I signed up for and would need to upgrade. This was followed by a person saying that I was in the speed I was paying for and it was only up to a speed. (See attachment for conversation). My thought on this was that I thought I had to have the ability to reach those up to speeds in order to be charged for that speed tier advertised. Based on the conversations and results of my own speed tests I am maxed out at half the advertised. Attached is also a screenshot of speed tiers the company offers; I am in their lowest at 6 mbps so I know they have the ability to deliver the 6 mbps that I am paying for. I would like to know if they are in their legal right to do this or is there questions in the legality of their process.

Ticket: # 1303966 - xfinity/comcast misrepresentation and failure to provide service per

contract

Date: 11/5/2016 5:24:03 PM

City/State/Zip: Skokie, Illinois 60077 Company Complaining About: Comcast

Description

Paying for 90Mbps download speed, regularly testing at 2-15Mbps, and when xfinity representative comes to our home, service mysteriously works near 75-85Mbps.

Ticket: # 1304060 - Paying 10mb only receiving 3mb

Date: 11/5/2016 7:13:01 PM

City/State/Zip: Cidra, Puerto Rico 00739 Company Complaining About: Liberty

Description

I'm paying \$50.00 a month for 10 megabytes and for the past month I've been receiving 3 megabytes.

I call and they told me they are working on it but I don't see any resolve.

Ticket: # 1304120 - Internet not "high speed" as described

Date: 11/5/2016 8:06:00 PM

City/State/Zip: Washington, District Of Columbia 20005

Company Complaining About: Comcast

Description

I have had Comcast Internet since June of 2014 in my Washington, DC apartment. I noticed if more than 2 devices were going at a time, for instance my cell phone and my boyfriends i Pad, the Internet just completely stops working. I thought this might be normal since my place is small, but upon reviewing my plan, I pay \$92.83 per month for high speed Internet that supports 6-8 devices at a time - not 1-2. Meanwhile, I have spend hundreds of dollars in data overages with Verizon because of the WIFI inadequacy.

Ticket: # 1304186 - TWC much slower internet speed than paid for

Date: 11/5/2016 9:31:27 PM

City/State/Zip: Lexington, Kentucky 40502 Company Complaining About: Time Warner

Description

I pay time warner cable for 50Mbs plan. The actual speed has consistently been lower than 1Mbs in the evenings around 9pm. I live in the 40502 area code in lexington KY.

Ticket: # 1304482 - Slow internet

Date: 11/6/2016 11:08:12 AM

City/State/Zip: New Richmond, Wisconsin 54017

Company Complaining About: Frontier Communications

Description

We've had high speed service through Frontier for a few years now. Early on, I had to cancel my Netflix account due to the slow speeds. Service has grown more sketchy as time went on, and it is impossible to access our email or Facebook. Multiple speed tests, both through Xfinity and Frontier, have never showed download speeds above 0.26 Mbps. And that's when the Internet is working at all! We and our neighbors have contacted Frontier many times, and we always get the same story: there's too many people in the substation and it's overloaded, but here! You can upgrade your service for more \$\$ per month!

Frontier has shown no interest in bringing our internet speed up to an acceptable level, as long as they aren't making more money off of us. We are only 3 miles from town. No other companies service our area, so they are able to take advantage. All we want is what we've been paying for.

Ticket: # 1304507 - Extremely Slow Speeds and unreliable connection

Date: 11/6/2016 11:32:28 AM

City/State/Zip: Nashville, Tennessee 37216 Company Complaining About: Comcast

Description

11/06/2016: I'm writing to file a formal complaint. I will be contacting the comcast billing department and refusing to pay and requesting exemption for the 10/16/16 billing cycle and until acceptable service is restored. At this point, speed and connection reliability are so slow and inconsistent that it is difficult for me to even log into my comcast account website. The issues started the week of Oct. 16th 2016. Initially, I thought that I needed to replace my cable modem. On Oct. 23rd, I chatted with a comcast technician via their provided web chat, and after an hour of rebooting the modem, sending provisioning signals etc, I decided to buy a new modem. I installed the new modem and called comcast customer support, and they provisioned the new modem and everything seemed to work. The week of Oct. 23rd turned out to be exactly as the previous week, extremely slow speed <0.50mbps. Called comcast service again and got the same type of support. Reboot modem, sending signals, re-provisioning, etc. I requested another service call and the tech on the phone said a high speed specialist would be here on 11/06/16 between 8am - 10am. After hanging up with support, I started receiving the comcast activation screen as if I had just installed another new modem. Johnathan showed up before 8am. He checked for issues from "the pole" to my modem and said that he had found no issues. He did notice on his ipad that there was what he described as signal noise at the neighborhood node B334. He called his supervisor to report what he thought might be the issue, but his supervisor was reluctant to accept his diagnosis and tried to insinuate that it was because I was using wireless. I DO NOT USE WIRELESS. MY COMPUTERS ARE HARD WIRED WITH CAT6 CABLING DIRECTLY INTO THE MODEM. His supervisor wanted to know if Johnathan had a laptop to test with but he did not. I gave Johnathan access to my network thru the wireless network I have for my phone and tablet. Johnathan tested the internet speed with the google speed test and initially experience 50mbps download and 0.02 upload. He tested again and received the same slow and inconsistent speed <0.50 and the upload did not complete. After the test, Johnathan said his supervisor was going to call maintenance. Apparently, maintenance is responsible for the comcast network after the customers line at "the pole." Service has continued to be sub-par for the remainder of the day. I do not expect this issue to be resolved until you (FCC) forward this complaint to compliance at comcast.

11/07/2016: Still the same speed and reliablity issues. Ran a google speed test and it did not complete the test due to speed and network inconsistency. Ran a speed test from the xfinity test site and the test failed as well. Going to call comcast support and request another service call. Will also try to contact comcast billing.

11/07/2016: Update. Contacted comcast and the representative credited \$36 to my account. I will be canceling service with comcast on 11/12/2016.

Ticket: # 1304572 - Internet Throttling

Date: 11/6/2016 1:14:29 PM

City/State/Zip: Tallahassee, Florida 32301 Company Complaining About: Comcast

Description

My family has been paying for Comcast's horrible internet for years because its the only one in Tallahassee, we are paying for what was advertised as 50 Megabits which is about 5 Mega Bytes and we are getting barely 10 Megabits on average if not less than that. Its outrageous how these stupid internet companies have these massive monopolies over all of the united states and how little anyone is doing against it. This should not be an issue that the entirety of the United States is having, and the 25 Megabits minimum being considered "broadband" is only letting these huge internet companies like Comcast and Time Warner get away with it. Something has to be done about if we want to continue growing as a nation, and I know this FCC complain is just going to get lost in all the rest of them being filed for this horrible company but the world is growing more and more around having access to the internet and if we want to be a part of that world then something needs to be done about this.

Ticket: # 1304614 - Suspected throttling

Date: 11/6/2016 1:55:32 PM

City/State/Zip: Clinton, Tennessee 37716 Company Complaining About: Comcast

Description

Internet is fine when browsing, but whenever a game is played ping skyrockets until the game is closed. Therefor throttling is occuring.

Ticket: # 1304660 - Comcast

Date: 11/6/2016 2:48:18 PM

City/State/Zip: Joelton, Tennessee 37080 Company Complaining About: Comcast

Description

Over the past 6 months I have called them at least 15 times cause my bill was messed up and they say it fixed lie to me about it lied about pricing on contract have sent out 3 different guys to fix the same problem and still have internet packet loss overall poor customer service

Ticket: # 1304740 - Comcast intentionally limiting speeds from my wireless router

Date: 11/6/2016 4:13:32 PM

City/State/Zip: Daly City, California 94014 Company Complaining About: Comcast

Description

I believe Comcast/Xfinity is intentionally limiting speeds coming from my wireless router. This forces customers to rent their router which means we have to pay more for everything. We go out and buy a router so we don't have to rent their unit and they limit the speeds. I am seeing a max of 30mbps when I pay for blast which gives me up to 170mbps. Router is new. Here is a link to similar complaints. We feel we do not have a voice and hope you guys will make a difference for the consumers who bust our ass to make money. I just believe you should get what you are paying for and not get forced into upgrading or renting equipment.

(b) (6)

Ticket: # 1304893 - Not getting advertised product.

Date: 11/6/2016 7:56:24 PM

City/State/Zip: Jacksomville, Florida 32256 Company Complaining About: AT&T

Description

ATT claimed that they have 1 gig internet in my neighborhood and is selling it to the public as 1 gig. However, installation and service begins, I don't see it. I called them that I'm not getting the speed I'm paying for. After 3 to 4 attemps to have them prove to me that the speed is coming through, they still can't show me the speed. Even their technician said that they haven't seen such speed anywhere in anywhere in our city. I'm disappointed that ATT is gettimg away with false advertisement and claim of undelivered products. I just need for them to show me in person with their equipment that 1 gig is coming through our neighborhood or house.

Ticket: # 1304902 - Internet speeds

Date: 11/6/2016 8:10:32 PM

City/State/Zip: Toccoa, Georgia 30577

Company Complaining About: Windstream Communications

Description

I am paying for a 3G service but rarely getting the service I am paying for. It also is the best service I can get from them, and have no other options available to me.

Ticket: # 1305002 - Internet Speed being reduced

Date: 11/6/2016 10:08:22 PM

City/State/Zip: Arlington, Texas 76006

Company Complaining About: Time Warner

Description

Description

I received an email from Spectrum internet (was Time-Warner Cable). It said that I have been upgraded from 15Mbps to 20Mbps. I pay for 50Mbps. I ran a speed test to see what I am receiving and it shows a little over 20Mbps. This means that for however long it has been, they have been only giving me 15Mbps. I called and They said that THEY DID NOT SEND ME AN EMAIL and that they will send someone over to fix my wifi. I don't want anything in return, but hope this data that you guys collects show that maybe TWC is robbing customers and lying about their services.

Ticket: # 1305011 - Internet speeds

Date: 11/6/2016 10:22:32 PM

City/State/Zip: Nevada, Ohio 44849

Company Complaining About: Watch Communications

Description

Recently I've been experiencing problems with my internet experiencing drops to about 1.5 - 2 Mbps while I am supposed to be getting 3. It's also frustrating that I'm having this happen while having to pay \$90 a month because there is no cable or DSL available.

Ticket: # 1305034 - False Advertising and Entrapment by comcast

Date: 11/6/2016 11:11:37 PM

City/State/Zip: Fayetteville, Georgia 30215 Company Complaining About: Comcast

Description

Under our account we are signed up for blast! internet which is advertised at 105-150 mbps, however we have for several months been receiving speeds from 10mbps-a peak of 20mbps. This is absolutely unacceptable this cooperation is robbing people blind I only regret that I haven't been monitoring my internet speed earlier. Any help in addressing this fraud and corruption is greatly appreciated.

Ticket: # 1305056 - Xfinity broadband service

Date: 11/7/2016 12:21:45 AM

City/State/Zip: San Francisco, California 94123

Company Complaining About: Comcast

Description

Hello,

Xfinity has not improved it's broadband's speeds. I have complained several times with no demonstrable action. I am paying over \$80/month and unable to complete my work as a result of its spotty, slow service.

Ticket: # 1305119 - Cox Internet Speeds

Date: 11/7/2016 6:40:09 AM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

I have been having issues with Cox Communications for over a month now. I work from home and depend on 150mb download and 10 upload to be able to work. My speeds fluctuate tremendously. During the day I get flawless speeds. This also occurs when I am on the phone with Cox/when a technician comes out. However, during off hours, I am getting speeds of 13 down and less than 1 up. I work during off hours, so my internet seems to always be out when I need it.

Ticket: # 1305161 - Claro PR Company Speed

Date: 11/7/2016 9:03:25 AM

Company Complaining About: Claro Pr Company

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1305230 - Exede internet provider issues

Date: 11/7/2016 10:15:46 AM City/State/Zip: Piqua, Ohio 45356 Company Complaining About: Exede

Description

I've been paying my \$60 a month bill for 10gb of data and not only is it running out rapidly but it's super slow come 9pm every night until 7am next morning I have virtually no internet. It's so slow it eats up data while you have to keep refreshing to get to the link you need. Because I've reached my data limit for the month I have no internet service although the company tells me it's suppose to be throttled down to dial up speed. I do not even have dial up speed today. I've lodged many complaints with the company and nothing is being done. I've been told I must buy new equipment I did that and nothing improved. They say high use is what slows things down but in the middle of the night? This company is ripping me and others off its horrible service and I want out of my contract at no penalty to me and I'd like their throttling practices investigated. They restrict our usage when we have are not outside of our data allowance and the times are spot on you can operate on their clock that they throttle every night.

Ticket: # 1305254 - Frontier Communications not providing the internet we pay for

Date: 11/7/2016 10:37:20 AM

City/State/Zip: Clarksburg, West Virginia 26301

Company Complaining About: Frontier Communications

Description

We signed up for Frontier Internet in July of 2015. The first month or month and a half were great. No issues. Then all of a sudden, it stopped working. If my son was streaming Hulu in the bedroom, we couldn't stream Netflix in the front room. So we called and complained, and they offered to up our service at no additional cost. That was about 11-12 months ago. Now for the last 8 days, we have had horrible connection, the Wi-Fi will work one minute, and the next totally disconnect itself. We have reached out to the company, and they are telling us the same excuse as they did last year, which is that we are "In a high demand area" I'm sorry, but we live in Clarksburg, WV, and it's not a very densely populated area with a total population of 16,360 people from the 2013 census. That is half of the population of Morgantown, WV. We were promised 50 MBPS for \$55/month. When I ran a speed test on my smart phone yesterday, we had a .05 download speed and a 2 upload speed. That is completely unacceptable.

Ticket: # 1305535 - Xcelerate Networks incompetent provider

Date: 11/7/2016 12:47:39 PM

City/State/Zip: Birmingham, Alabama 35222

Company Complaining About: Xcelerate Networks

Description

Company forces us to pay through our lease, and their infrastructure fails multiple times a month. Fails as in even their website goes down. It's overpriced, \$95/month for service capped at 10 MB/s, but pretty much consistently stays below 1MB/s (480p cable is also included for the \$95)

The company has made no effort to improve their network despite my own and countless other customer's complaints.

They prevent competition through contracts with apartment owners. I've seen repeated claims that they charge a fee to do something a single simple as opening a port for online console gaming.

I want to see action taken against this scam of a company. Their service and infrastructure are incompetent and inadequate, and they spend all of their time and effort locking landowners and the tenants into leases so there is no alternative.

Ticket: # 1305562 - Internet speeds

Date: 11/7/2016 1:03:37 PM

City/State/Zip: Perry, Oklahoma 73077 Company Complaining About: AT&T

Description

speeds are slow than what I'm supposed to be getting according to their website and my modem. Contacted their support and was of no help. I can barely watch a youtube video.

Ticket: # 1305589 - Internet offer

Date: 11/7/2016 1:13:55 PM

City/State/Zip: Charles City, Iowa 50616 Company Complaining About: Centurylink

Description

I was marketed by Century Link and they told me they could increase the speed of our internet. They were advertising 8mb speed and it comes in at 2.96

Ticket: # 1305745 - I have been paying for a modem speed that I am not getting

Date: 11/7/2016 2:13:48 PM

City/State/Zip: Van Nuys, California 91411 Company Complaining About: AT&T

Description

I have been paying for a modem speed of 45.0 megabytes since August 1, 2016. However my speed as tested by an electrical engineer on Saturday Nov. 5. 2016 at 1PM was 21.8. We had no other equipment running in the house, no downloads, no Netflix, nothing. We simply tested the modem speed. Please have ATT reimburse me the money I paid for a modem speed I was not receiving retroactive to August. Have ATT begin providing me with 45.0 megabytes I am paying for. Thank you.

Ticket: # 1305892 - Internet service speed

Date: 11/7/2016 3:10:42 PM

City/State/Zip: Jacksonville, Florida 32225 Company Complaining About: Comcast

Description

I have called several times to address the inconsistent speed issue being significantly less than what I am currently subscribed for and this issue has not been resolved, even after a technician have visited my home. He stated the issue was for the area, not just for my home, but nothing has been done to resolve this.

Ticket: # 1306033 - internet service is very poor

Date: 11/7/2016 4:25:25 PM

City/State/Zip: Glacier, Washington 98244

Company Complaining About: Frontier Communications

Description

What can we do about this? How can Frontier Communications be selling internet service when it is already oversold and not available?

Ticket: # 1306185 - Re: Slow Speeds

Date: 11/7/2016 5:18:56 PM

City/State/Zip: Dundalk, Maryland 21222 Company Complaining About: Metropcs

Description

My speeds are not as advertized

Ticket: # 1306299 - 200mbit down?

Date: 11/7/2016 6:05:23 PM

City/State/Zip: West Chazy, New York 12992 Company Complaining About: Time Warner

Description

I ordered cable internet from TWC and from what I seen online was I was going to get 20mbit for 35bucks. From talking to the sales person he talked me into the package for 3 for 33 kind of thing. That would upgrade to Extreme internet to 200mbit down with 20 up. When I test the speed I get 36mbit with 5mbit.

Ticket: # 1306916 - CenturyLink

Date: 11/8/2016 2:25:45 AM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Centurylink

Description

When I moved I had to disconnect Internet at the old location and reconnect at the new location. CenturyLink could never get things right. They told me I would only get aspeed of 1.5 megabytes to begin (June) but that the speed would increase by the end of August. It never speeded up and I only ever got about 1/3 of 1.5 speed. I contacted them several times and they worked with me on the phone, telling me to follow the same procedure every time I talked to them. They sent two different techs. The quality never changed but they kept billing me. I told them several times I wanted to cancel the service but they always ignored that and just tried to get me back into the same old loop of rebooting the modem, etc. I final found out from a friend to ask for the Retention department. CenturyLink never told me this and it was not on their website. I finally got disconnected but I had to pay a penalty to do so, even though they were not living up to the agreed speed they advertised and told me about verbally. I feel they cheated and lied to me and delayed my disconnect to get more monthly payments out of me. Considering that they misinformed me at the beginning, and because they said the speed would increase I stayed past their grace period so I had to pay what I think of as blackmail money to get them to disconnect me. They need to be talked to by someone in authority and made to reimburse all the people they have mislead.

Ticket: # 1306943 - Slow internet speed that is not as advertised

Date: 11/8/2016 7:19:59 AM

City/State/Zip: Raleigh, North Carolina 27610 Company Complaining About: Time Warner

Description

I have been a Time Warner Cable customer for the past 4-5 years. I have the Ultimate 200 package which guarantees speed of 200 Mbps. I have consistently had issues with connectivity and speed over the past 4-5 years and have only gotten speeds of 96 mbps or less with every speed test I have performed on several different devices. I have reached out to Time Warner Cable many times in reference to this issue for resolution but have yet to receive one.

Ticket: # 1307218 - ISP throttling speed to encourage higher tier subscription

Date: 11/8/2016 11:52:02 AM

City/State/Zip: Haysville, Kansas 67060 Company Complaining About: Cox

Description

I am a 100% work from home software developer. I currently subscribe to a 50Mbps coaxial cable delivered internet service from Cox Communications, a speed I was able to successfully achieve 99% of the time.

3 weeks ago they performed some so called maintenance in the area. Since that time I have only ever been able to achieve 30Mbps at most. I find it awfully suspicious that just days after their maintenance I start getting emails to upgrade to their higher speed subscription. I have called and complained to the ISP and they also claim I need to upgrade either equipment or service. There was nothing wrong until they performed their "maintenance" I believe they are purposefully restricting service (aka cheating customers) in order to encourage subscription to a more expensive plan.

Ticket: # 1307374 - Frontier internet -not getting speed advertised, not getting price advertised, not getting service advertised

Date: 11/8/2016 1:19:44 PM

City/State/Zip: Fonda, New York 12068

Company Complaining About: Frontier Communications

Description

Frontier is the only company that provides non-satellite phone and internet in our area. They have a monopoly on their service, which is likely why their service is so, so horrible.

Frontier does not state on our bills what internet speed they think we are paying for. They just state "High Speed Internet." Yet, I have been using the Speedtest.net repeatedly over the last few months, and our internet speed --wired or wireless-- is NEVER above 2.5 mbps. It is usually less than 1 mbps. We pay \$34.99 for this internet PLUS \$39.99 for phone. On Frontier's page, they advertise \$19.99 high speed internet. The \$34.99 price is only if you get internet without phone. On their page, but not on our bill. Also, for this price, one is supposed to get "fast and reliable internet connection" and a FREE modem. We pay \$6.99/month for a modem that rarely works. They also say that getting internet and phone together is supposed to cost \$47.99 a month, PLUS A FREE modem. We get none of this. And we get constant service interruptions. Most of the plans/prices advertised on their website neglect to define what is meant by "high speed internet." In only one spot was I able to find that for \$34.99 we are supposed to at least get "up to 6mbps." We never get this. Further, other places like Time Warner and Verizon offer 15 mbps for this same price. Also, that \$34.99 is SUPPOSED to be for internet ONLY. We have internet and phone, and we are not given any sort of discount like other Frontier customers are supposed to get.

We have constant outages. Basically every time it rains the phone/internet go out. Often services go out even when it is not raining. Until just last week, Frontier has consistently refused to take money off of our bill for these constant service outages. Often they insist that if we have even a minute of working internet in a 24-hour period than we get NO reimbursement for that period. Other times, when it is clear we have gone DAYS without even a few minutes of internet/phone, they try other things, like saying that I am not listed on the account and so they are going to refuse to talk to me (they only start refusing to talk to me when I bring up the idea of being reimbursed for being out of service. At no other time do they have problems talking to me. Also, I AM on the account, so this is an untruthful tactic that they use to avoid talking about reimbursement).

Most recently, our internet and phone have been out since October 29th. Completely out. And Frontier is stating that they are not coming to fix it until November 23rd. I am searching for a job while living in a rural, economically depressed area. Most of the jobs that I could do are remote jobs doing research or writing for some company outside of my area. I require internet and phone service both to get (search for, apply for) one of these jobs, but also to HOLD one of these jobs. Many of these jobs also require SECURE internet, so using the McDonald's parking lot internet, or even one of the local libraries that has free, but not password-protected, internet, is no substitute for having what we pay for. What's more, the outages are most likely the result of Frontier's horrible maintenance of their equipment. For example, though we pay \$6.99 a month for a Frontier modem/router, and though Frontier reps have constantly told us that we likely need a new one, we have never been given a new

one. Sometimes outages are a result of problems with this modem/router. Other times, like now, the outage is clearly a problem with the lines and wiring. (We have outages whenever it rains, as noted). I've just filed a complaint specific to the phone service, through which I uploaded a number of photos of the wiring around our building. There are numerous breaks in the wires, some of which are spliced together with electrical tape which is exposed to the elements, some of which are spliced together without even electrical tape. There are also wires all over the ground. Frontier could have fixed the wiring at any time over the past year when we have reported one of the constant outages resulting from rain. But they never have done anything to fix any of this poor wiring. They just force us to endure it. They also have our phone box locked, yet have suggested that we look in the phone box ourselves to fix our problems.

Ticket: # 1307652 - Internet Speed Issue with Verizon

Date: 11/8/2016 3:50:19 PM

City/State/Zip: Philadelphia, Pennsylvania 19102

Company Complaining About: Verizon

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1307930 - High Speed Internet

Date: 11/8/2016 6:04:49 PM

City/State/Zip: Platte City, Missouri 64079 Company Complaining About: Centurylink

Description

Highest available internet speed is 1.5 Mbps. Centurylink advertises and consistently tells us that 3 - 4 Mbps is available to us. We have been on waiting list for 10+ years to get higher speed access to no avail.

Ticket: # 1308059 - Frontier not providing advertised speed and service

Date: 11/8/2016 7:31:48 PM

City/State/Zip: Phelan, California 92371

Company Complaining About: Frontier Communications

Description

I am promised a 3 mbit/s down connection through frontier, yet it has been consistently below 3 mbits. At best, the connection gets to 1.75 mbits and has never hit 2 mbits. The Internet also fails to connect on devices such as an Ipad, where nine times out of ten it will show a DNS error and fail to connect. I have contacted my internet provider and they have yet to fix this issue after two weeks. It is not a fault of the device as it will connect on other networks such as cellular and store wifi connections.

Ticket: # 1308112 - Severely slow internet service

Date: 11/8/2016 8:24:21 PM

City/State/Zip: Milan, Pennsylvania 18831

Company Complaining About: North Penn Telephone

Description

We have very slow internet and streaming video. There are constant interruptions, reloading and even stoppages with messages that say our computers are having connection problems. These problems has been getting continually worse for the last 3 years or more. I have reported the problems to our phone company with no real solutions. They come out and replaced my modem. Since then, they come out, look at all the equipment and that is the last I hear from them. Their service wires are at least 35 years old, we have no available cable service, and we pay the same prices as people only 2 miles away who have fiber optic cable. I am tired of having poor service at the same price as other people who have better service being provided.

Ticket: # 1308153 - Comcast in Chicago

Date: 11/8/2016 9:10:31 PM

City/State/Zip: Hawthorn Woods, Illinois 60047

Company Complaining About: Comcast

Description

I believe there may be an antitrust issue with their internet access and my choices as a consumer. Data caps should not be allowed for home service when there is no alternative. Also, according to my limited research, their speed does not appear to achieve advertised levels.

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Ticket: # 1308193 - Slow internet

Date: 11/8/2016 10:52:35 PM

City/State/Zip: Klamath Falls, Oregon 97603 Company Complaining About: Centurylink

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Description

The Internet service provider has not resolved complaints of slow speed.

Ticket: # 1308492 - Slow 4GLTE in 10950

Date: 11/9/2016 11:35:21 AM

City/State/Zip: Monroe, New York 10950 Company Complaining About: Verizon

Description

When I say slow I mean less then a megabit per second and I have a brand new one of the latest

device

Ticket: # 1308560 - Wireless speed horrible

Date: 11/9/2016 12:16:30 PM

City/State/Zip: Maud, Texas 75567

Company Complaining About: Windstream Communications

Description

My speed is so slow I can barely do anything on computer.

Ticket: # 1308852 - Comcast Dispute

Date: 11/9/2016 3:03:06 PM

City/State/Zip: Lantana, Florida 33462 Company Complaining About: Comcast

Description

I have informed Comcast of poor utility service since the initial installation of my service. I have had multiple technicians arrive to my residence in an attempt to resolve these issues. The problems have been verified and confirmed, but a resolution never comes.

I have had multiple correspondences with Comcast corporate representatives in an attempt to resolve this matter, only to have resolution 'escalated' to someone else. This has led to delayed response to the matter and continued intermittent if not, non existent service.

This matter has been an ongoing issue, with no foreseeable resolution. I have made multiple attempts with Comcast to resolve this matter only to be promised a resolution and bill adjustments that never come.

I am currently contracted with Comcast for telephone, television, and 75 Megabit internet. I currently have phone service that will only allow me to make outbound phone calls, television service that is unable to connect to certain stations that I am contracted for, and internet service that if available registers <12 Megabit; less than 16% of my contracted allowance.

It has been observed and identified by Comcast technicians that the node/tap located on my property to be the ensuing culprit. This is an item belonging and operated by Comcast. It was scheduled to be replaced on 9/11/16. This has not been completed. Multiple confirmations have been made by my behalf to ensure its replacement. It still has not been replaced.

I am continually billed monthly for inadequate or inoperable service, with no adjustment to my rates for inadequate/inoperable service, and missed appointments.

I am requesting a resolution to this matter to include: Replacement of the node/tap Credit for scheduled/missed appointments Refund for the months of inadequate/inoperable service

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Ticket: # 1308883 - Im receiving 20x less internet speeds that im paying for

Date: 11/9/2016 3:14:53 PM

City/State/Zip: Winnie, Texas 77665

Company Complaining About: Windstream Communications

Description

I am paying for 20 mbps internet i am about 1000ft away from the actual high speed box on the street and on a good day i get about 1mbps i am sick of this company taking advantage of me.

Ticket: # 1309069 - Internet throttling and data caps

Date: 11/9/2016 4:44:55 PM

City/State/Zip: Sweetwater, Tennessee 37874 Company Complaining About: Hughes Net

Description

My name is (b) (6). I have Hughesnet internet service via satellite. For some reason these people are measuring my data and when they say I have used too much they cut me down to 8KB/s.

That data - no matter how much it is - costs nothing to transfer once a proper network is set up. EVERY SIGNAL comes to EVERY SATELLITE at full speed.

So Hughesnet slows my internet by throttling my modem down to force me to pay outrageous prices for nothing.

Even when I have my full data allowance it still don't get anywhere near the advertised speed - they charge me for 20MB/s and I get 3 - even at 0300 in the morning.

I am a disabled person who needs to stay in touch with doctors and therapists. This company is extorting me to the point that I'll be in the hospital soon.

I know you are part of the government but hopefully your group is not worthless like the rest of them.

I need something done. My only other choice (clever - not a monopoly!!) is ATT which was even worse.

If anyone there has any integrity left you need to straighten these business criminals out.

What a country! How "free" we are (if we pay 200 dollars a month for a deplorable internet service) in this wonderful, humanity-centered country (small c).

Somebody do their job, please?

(while the number still works)

Ticket: # 1309231 - Frontier DSL NPA/NXX 217/456

Date: 11/9/2016 5:58:51 PM

City/State/Zip: New Douglas, Illinois 62074

Company Complaining About: Frontier Communications

Description

My Frontier DSL service is terrible; 800Kb upload, sold as 2MB, plagued with performance issues, etc. They have told me the problem has been isolated to a specific cable, but no schedule to replace. I've escalated several times over the years, especially since April when I started working from home. Escalation including the office of the president with no resolution. This also affects my neighbors; "high demand area" is not an excuse. On multiple occasions the speed and performance are so bad that I'm forced to drive into the office 30 miles each way for network access. Facebook videos rarely load or are very slow, netflix works some of the time.

Ticket: # 1309477 - Deceit - Slow Internet not 50/50 False Advertising

Date: 11/9/2016 8:58:53 PM

City/State/Zip: Apollo Beach, Florida 33572

Company Complaining About: Frontier Communications

Description

I was switched without any consent from Verizon to Frontier. Upon the switch from Verizon to Frontier my once 50/50 internet service turned into very slow, screen freezing with voice playing in the background horrible internet. However, When I would call Frontier a representative would always say that they are testing the line and my speed is 50/50 which is not true!!!! I have since switched from Frontier due to their horrible service. My bill is currently \$716.19 and I am requesting that my account be credited as I should not be liable to pay for services that I am not actually receiving.

Ticket: # 1309510 - INternet speeds differ

Date: 11/9/2016 9:37:16 PM

City/State/Zip: Sacramento, California 95823

Company Complaining About: AT&T

Description

I'm on a access internet low income rate. Seems like they lower the speeds I was getting HIGH SPEED MAX ACCESS is a huge internet speed change compared to INTERNET 12

Ticket: # 1309532 - Slow internet speed 2.6Mbps

Date: 11/9/2016 10:05:24 PM

City/State/Zip: Susanville, California 96130

Company Complaining About: Zito

Description

Problem started on Sept 27th with a total outage. We have experienced slow internet speeds ever since. I have called multiple times and get the same story. They are sorry, they are working on it, they are waiting for parts. Called again asked to talk to a supervisor for the 3rd or 4th time. No response!

Ticket: # 1309738 - Lied about speed of services

Date: 11/10/2016 8:32:06 AM

City/State/Zip: Bloomfield, New York 14469 Company Complaining About: Earthlink

Description

Contacted by chat for earthlink. Was told i would get 50 meg internet 5 down for 29.95. I called in to confirm order and services. 4 services people included a supervisor Marshall straight lied about the product. the speed was only 15/5. I have attached the chat showing the lied. I am looking in credit of cost of services and time lost. Request amount is 34\$ plus another 30\$ for 2 hours of my time wasted.

Ticket: # 1309778 - service and billing

Date: 11/10/2016 9:52:38 AM

City/State/Zip: N. Lauderdale, Florida 33068 Company Complaining About: Comcast

Description

i started my comcast internet and cable service in april of 2013, the service was to provide me with the fastest internet. the modem for internet service the installer used was an outdated modem which never gave me the speed i was paying for. it wasnt until i contacted comcast in october of 2016 to complain about the slow service that i was told i had to upgrade the modem. i was told it was never the modem that should have been installed. so i was never receiving the service i was paying for for over 3 yrs. i also spoke with comcast in jun of 2015 regarding the price of my service being so high and asked for a cheaper plan.. at that point nothing was ever resolved. in aug of 2016 my account was automatically "upgraded" to "blast".. i never asked for this upgrade and it's \$40 more per month. it is exactly the service i was paying around \$120 for per month with the wrong modem in the first place. the only difference is the channel line up! if this isnt fraud i dont know what is. when i spoke to comcast to complain about all of this i was given a tkt # 038971974 and was told that someone would contact me by the 3rd of november.. to date no one has gotten back to me.

Ticket: # 1309818 - Comcast - Not getting advertised internet speeds

Date: 11/10/2016 10:32:58 AM

City/State/Zip: Pittsburgh, Pennsylvania 15237

Company Complaining About: Comcast

Description

There are certain times at night where our internet gets so bad that it's basically unusable. At all other times, our internet runs okay, but has still never been up to the advertised speeds that we are paying for.

Ticket: # 1310188 - internet service not being provided by contract

Date: 11/10/2016 1:50:04 PM

City/State/Zip: Cypress, Texas 77433 Company Complaining About: AT&T

Description

Here is a link showing my most recent internet speed test. AT&T have purposely cut my speed down to 5-10% of what I pay for because I won't "take advantage of this great offer on an upgrade of service".

See attachment of my speed test results.

(b) (6)

That might as well be dial up service. They are doing this on purpose. I contact them and it's always the same. They will solve the problem 100% guaranteed if I sign a new 24 month contract. But I've been payingfor last few years on a month to month contract and service went to 1/10 pf what it should have been as soon as it went month to month.

Ticket: # 1310300 - Not Receiving Upload Speeds As Advertised

Date: 11/10/2016 2:49:32 PM

City/State/Zip: Arlington Heights, Illinois 60005 Company Complaining About: Wide Open West

Description

Hello,

This November, I've been experiencing slow upload speeds from my Wow cable connection. I originally had an issue when my service was installed, but that was resolved back in March, however, the issue seems to have returned. I am paying for 10mbps upload, but I've been receiving an average of 3mbps since the start of Nov.

I created a ticket with Wow, and I was eventually directed to call customer support. After speaking with customer support rep, I was told to run their speed test at http://speedtest.wowway.com. Their test showed I was receiving 10mbps up, which I don't think is accurate due to its use of Adobe Flash, and multi-threading. The test I use is desgined for unbiased bandwidth testing: (b) (6)

Despite explaining to the rep that I had experienced this issue before, and Wow had fixed it last March, he refused to send a tech to my home to verify my issue because "the Wowway speedtest didn't show anything wrong". After some coninuted back-and-forth, I told him I would be filing an FCC complaint if Wow wasn't willing to fix the problem. The rep then told me that he could send a tech out, but they would charge me because there is no issue with my connection. So, I requested he send a tech out, but I was told that I needed to call back later because "their systems aren't working right" and he was unable to schedule a tech visit.

I just want to get the speeds I'm paying for. When I filed a FCC complaint last time (ticket# 780885), and my issue was resolved very quickly. So, apparently this is the only means by which I can get their attention. The test that I've attached shows speeds from when they fixed the issue in March, compared to the speeds I'm currently getting. I have no idea what they did to fix it previously, but I'm still using the same modem, router, and computer. Nothing has changed on my end.

(b) (6)

Ticket: # 1310606 - Frontier DSL Internet Service

Date: 11/10/2016 5:30:40 PM

City/State/Zip: Wyalusing, Pennsylvania 18853

Company Complaining About: Frontier Communications

Description

For over 3 years at my current residence I have received extremely poor Internet service. Initially advertised as 1.5 Mbps and now advertised as 3712 Kbps (automatically changed in my dsl router by Frontier in early 2016). I sometimes receive 0.5 Mbps download speeds...on a good day. It is normally less than that. Whenever I contact Frontier's tech support I am told that it is a known high-traffic location and essentially told there is nothing they can do. In my area there are no alternatives for an ISP. Please see attachment for current speedtest using (b) (6)

This has been an ongoing issue and most concerning because my children require internet connection to complete their homework and my wife had to quit online college classes due to our ISP. 95 percent of the time our internet connection is virtually unusable.

Ticket: # 1311005 - slow internet

Date: 11/10/2016 11:19:48 PM

City/State/Zip: Monterey, California 93940 Company Complaining About: AT&T

Description

apparently there is not enough broadband in my area for downloads, streaming and just normal internet searches.

Ticket: # 1311159 - internet service

Date: 11/11/2016 10:07:26 AM

City/State/Zip: New Paltz, New York 12561 Company Complaining About: Time Warner

Description

I filed a complaint about a month ago and was contacted by fcc that they were working on my complaint. almost bimmeditely i was contacted by TWC and they came here to find the problem. They came here and resolved nothing. Basically shrugged shoulders and scratched heads. They were suppose to return to replace line to house and have not. They have not even contacted me to do so. I am paying for service that is not even close to what the speed I'm paying for. I'd like a compensation for my faulty service and for them to fix the problem so that moving fwd I get what I am paying for. PLEASE help me in resolving this issue! Thank you!!!!!

Ticket: # 1311210 - Consistently SLOW Internet speed

Date: 11/11/2016 11:03:53 AM

City/State/Zip: Losi, Wisconsin 53555

Company Complaining About: Frontier Communications

Description

I have been paying for 1.5Mbps speed for months and months. Speed is almost always below 1.0Mbps, and rarely at 1.3Mbps or higher. I have called local Frontier rep. and regional Customer Service with NO satisfaction. Either Frontier should deliver the speed they advertise and CHARGE for, or lower their rates for the painfully slow speed they can deliver. Frontier calls their product DSL speed. Anyone else would call it "dial up" speed.

Ticket: # 1311392 - Internet Service Mediacom , 910 NC HWY 32, Plymouth, NC

27962

Date: 11/11/2016 12:59:47 PM

City/State/Zip: Moyock, North Carolina 27958 Company Complaining About: Mediacom

Description

Poor quality internet service when paying for 100Mbps. MediaComm continually has poor connectivity and service issues and have been waiting 20 plus days to get the service call for poor service. MediaCom continually does nothing to correct or even troubleshoot the problem. The last tech never checked any lines or connectivity simply stayed 15 minutes swapped out the wrong modem for the increased service and 2 days later the service was virtually non existent. Service is available from approximately 0800 in the morning and non existent after 1700 or 1800 in the evenings. Speed tests indicate No sac or anywhere from .4Mbps to 20Mbps when there is connectivity during those hours other times no internet connectivity. Media com never responds and you wait hours and hours for the technicians to arrive or they do not arrive at all. During a 4 hour window they will show up at the last 15 minutes of the slot and you are required to stay until they deem it necessary. One tech just acknowledged there were problems when to his truck and left.

Ticket: # 1311409 - Slow or none DSL Internet speed

Date: 11/11/2016 1:12:56 PM

City/State/Zip: Carmel, California 93923 Company Complaining About: AT&T

Description

I'm paying for internet speeds of 3-5MB, but consistently get below .5-1.5MB/ sec. It is so slow that I cannot stream anything without it buffering all the time to completely timing out. It is impossible to use with any consistency and worse, not at all, since it does not work as promised and the old equipment is not sufficient enough to handle the modern needs of the internet. A lot of the time the connection just gets stuck and shuts off!! You'd think AT &T, with all their money would upgrade their equipment to keep up with the demand and the times with affordable, fast, reliable, efficient and up to date internet service. Right now my feeling is that I'm being ripped off with paying just under \$100 for internet and phone service that does not provide the service I was promised, hardly works at all, with no remedy in sight, while AT &T reaps profits and does not keep it's commitments and promises. It is real frustrating when corporations just take your money and do nothing to provide the service that they have promised. I guess they feel like since they have a monopoly, since there is no competition, they can just ignore the fact they are not meeting the requirements of their customers.

Ticket: # 1311425 - Slow or none DSL Internet speed

Date: 11/11/2016 1:22:48 PM

City/State/Zip: Carmel, California 93923 Company Complaining About: AT&T

Description

I'm paying for internet speeds of 3-5MB, but consistently get below .5-1.5MB/ sec. It is so slow that I cannot stream anything without it buffering all the time to completely timing out. It is impossible to use with any consistency and worse, not at all, since it does not work as promised and the old equipment is not sufficient enough to handle the modern needs of the internet. A lot of the time the connection just gets stuck and shuts off!! You'd think AT &T, with all their money would upgrade their equipment to keep up with the demand and the times with affordable, fast, reliable, efficient and up to date internet service that works. Right now my feeling is that I'm being ripped off with paying just under \$100 for internet and phone service that does not provide the service I was promised, hardly works at all, with no remedy in sight, while AT &T reaps profits and does not keep it's commitments and promises. It is real frustrating when corporations just take your money and do nothing to provide the service that they have promised. I guess they feel like since they have a monopoly, since there is no competition, they can just ignore the fact they are not meeting the requirements of their customers. I'm even having a hard time sending this email. Trying it numerous

times. It is timing out and not working!!! Hope it goes through sometime, somehow.

Ticket: # 1311529 - Getting speeds less than 2% of advertised

Date: 11/11/2016 2:26:21 PM

City/State/Zip: Westminster, Colorado 80020 Company Complaining About: Comcast

Description

We pay for 150 mbps down and are currently getting around 2-3 mbps down on average and even less up. My roommate spent all morning on the phone with Comcast but they refuse to admit any fault and insist it is our problem and that there is nothing they can do about it.

Ticket: # 1311584 - Comcast Data Cap

Date: 11/11/2016 2:59:38 PM

City/State/Zip: Murray, Utah 84123

Company Complaining About: Comcast

Description

Comcast Xfinity has added a data cap to my account and continues to deliver speeds well below what I am supposed to get. They also have slowed traffic from streaming sites, such as Netflix, but increase speeds when I try to run a speed test.

Ticket: # 1311814 - Signed up for plan other than advertised

Date: 11/11/2016 5:02:20 PM

City/State/Zip: Jacksonville, Arkansas 72076 Company Complaining About: Comcast

Description

Signed up for plan through internetprovidersbyzip.com in early September for 75MBs down 10MBs up no contract for \$60/mo. Never received any notifications. Received a call to set up the equipment from Comcast later that week. Everything worked fine. First bill comes due and the package I was charged for was 25MBs down 5MBs up w/o contract. Contacted Comcast multiple times with issue. One phone call promised a resolution and callback but never happened. Attached is offer and last chat I had to get it resolved.

Ticket: # 1311840 - Slow internet

Date: 11/11/2016 5:20:25 PM

City/State/Zip: Linden, California 95236

Company Complaining About: Frontier Communications

Description

internet is slow and Frontier communications doesnt know when my speeds will be back to normal.

Ticket: # 1311915 - Receiving 1/500th of paid speed.

Date: 11/11/2016 6:22:23 PM

City/State/Zip: Summerville, South Carolina 29036

Company Complaining About: Time Warner

Description

Download speeds are supposed to be measured in Mbps, not Kbps. 500kb down is ridiculous.

Ticket: # 1312093 - Comcast fails to deliver advertised service and then lies to the FCC

Date: 11/11/2016 9:00:52 PM

City/State/Zip: Seattle, Washington 98126 Company Complaining About: Comcast

Description

I filed a complaint (#1215775) with the FCC regarding Comcast's failure to deliver the advertised speeds that I have been paying since approx. 2006 (I pay for 75mbs, but only receive 3mbs). And what Timothy P. said in his letter to you was a bald-faced lie. I did, in fact, have Comcast technical services come to my house (out of 3 scheduled appointments, only one showed up - so I wasted hours of my time waiting for them, missing work). They failed to address the issue. Timothy P. was unwilling (and, I suspect unable) do do anything other than repeat the same suggestions over and over again without ever addressing the facts of the situation - the Comcast techs verified that the issue was not with my equipment - when they tested my service with their own equipment, they experienced the same poor results.

So Comcast did nothing to address these issues other than waste my time and lie to the FCC, with one exception: Comcast did deliver and charge me for an un-ordered and unwanted installation kit, which is something I believe the FCC just delivered a record fine against Comcast for doing repeatedly (I insisted they remove all charges from my account, having read the news about the fine).

So, I still do not receive the service I pay for each month, Comcast lied to you about it, to the point of saying that Timothy "spoke to" me - he never spoke to me, and you just blithely believed them and closed my complaint.

I would have hoped that the federal governmental entity responsible for the regulation of this industry, which knows full well the monopoly power that Comcast regularly abuses, would have made more of an effort to verify that Comcast had actually done any of the things they said they did. But you didn't, which is why Comcast feels completely comfortable abusing its customers. Because they can, and there are no consequences.

Ticket: # 1312203 - internet Date: 11/11/2016 11:29:06 PM

City/State/Zip: Sheridan, Illinois 60551

Company Complaining About: Rise Broadband

Description

very poor service paying for a certain level of service which is rarely provided. Service is down or near unusable for long periods of time

Ticket: # 1312205 - CenturyLink Internet speeds way below what we're paying

Date: 11/11/2016 11:31:37 PM

City/State/Zip: Fort Lupton, Colorado 80621 Company Complaining About: Centurylink

Description

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: # 1312237 - promised 25mbps Internet speed is less than 1mbps

Date: 11/12/2016 12:54:26 AM

City/State/Zip: Seattle, Washington 98106 Company Complaining About: Comcast

Description

I am paying comcast for "25mbps plus" internet speed and receiving less then 1 mbps download speed consistantly. It has never been over 5 mbps.

Ticket: # 1312572 - Throttled speeds

Date: 11/12/2016 3:04:59 PM

City/State/Zip: Chicago, Illinois 60614 Company Complaining About: Comcast

Description

I called Comcast about a week ago to complain that I'm only getting about a quarter of the speed I'm paying for. I'm getting around 75 down (70-80) according to Ookla and the Xfinity measurements, and I'm paying for 300 down. I understand that 300 is probably optimistic and it may be a little slower in real life and I'm okay with that. 285 is fine, 240 could even be fine. 75 is not fine. I talked to customer service, with some guy named Akash (I don't remember the last name), who gave me a ticket number (CR648659101) and told me that they would have somebody contact me shortly. It's been a week and that hasn't happened, maybe it was supposed to be a day or two and their customer service is also 75% slower than advertised. Hard to say.

Ticket: # 1312713 - Centurylink Exhausted line

Date: 11/12/2016 6:33:53 PM

City/State/Zip: Strafford, Missouri 65757 Company Complaining About: Centurylink

Description

We have used Centurylink since we moved to our home in 2006. We started out with dial up. Since then we have "upgraded" to high speed internet. We have complained several times over the years about the speed being too slow. We have been repeatedly told that we are on an exhausted line and there are no plans in place to correct the problem. They have adjusted our bill from time to time however, it has only continued to get worse. We recently received a new modem thinking that would help, (not the first time) now we have to reset our modem as frequently as every 45 minutes to stay on line for 1 person to use an Ipad. Today, I was trying to watch a movie on our smart tv (amazon) and we would buffer for 30 + seconds and have 15 seconds of movie play. It took over 45 minutes to play 11 minutes of the movie. When I contacted Centurylink, (granted I was angry and couldn't reach my attorney) I asked for an address or phone number for their legal department. I was transferred to Bruce, employee # 61155 out of the Wisconsin location, if he was being honest, and was told there was nothing they could do and Centurylink does not have a legal department. All I want is for a company projected to be valued at over 2\$ BILLION be made to correct the exhausted lines of current customers before they are able to offer new services to others. Again, this has been ongoing x 10 years. They advertise that you can stream and have "bandwidth to spare" while you are on hold I just want to watch a movie! Good Grief Oh and maybe tell Bruce that the legal department for Centurylink is located in Colorado.....

Ticket: # 1312733 - slow wifi speed

Date: 11/12/2016 6:48:25 PM

City/State/Zip: Tallahassee, Florida 32301 Company Complaining About: Comcast

Description

I pay \$225 per month for 150 mbps but I only get 11 mbps.

Ticket: # 1312803 - Windstream internet issues slow speeds

Date: 11/12/2016 9:33:32 PM

City/State/Zip: Danielsville, Georgia 30633

Company Complaining About: Windstream Communications

Description

Have already filed a complaint on here. But still dealing with slow speed issues. Was told when we signed on 3M and now trying to tells us that they tell all new customers in this area only 1M. We feel they have oversold the system and now we only get 1M or less most of the time because they have added new customers etc...in this area. Windstream should have to upgrade to provide the 3M we was told or should not have added more customers overloading the system. AT&T, we have heard that they tell their customers that system is at full capacity so they cannot add new customers so they can maintain current customers speeds until upgrades can be made to add more customers. This information came from a lady in Bowan Ga that wanted internet but At&T would not put her on. We feel Windstream is stealing from their customers by doing this. As posted on previous complaint before...I have to have my internet for Work and I am in fear of losing my job because of no internet service most of the time. I have called Windstream repeatedly and talked to management and they say there is nothing they can do. If you will check with facebook complaints there are numerous complaints in this area. Ask management if Windstream would be responsible if I lose my job because of no internet service and we do not understand why the supervisor we spoke said no upgrades because it is expensive but they can purchase EarthLink and not take care of their customers. Our lively hood depends on our job, we use the internet for a living. Pay the service but do not receive the service. If I lose my job will they be responsible for this? The email we received from 1st complaint said we would here back from Windstream and we never did, we have constantly called them to try to get help and to get this resolved. Once again please help us and all the others that are having Windstream issues. Windstream bought EarthLink and we do not understand how they can buy EarthLink for 1.1B and not supply their customers with the service they say they will. They are stealing from their customers...offering a service but not providing it.

Ticket: # 1312843 - Ripped off for slow internet speed

Date: 11/12/2016 10:52:48 PM **City/State/Zip:** Akron, Ohio 44310

Company Complaining About: Time Warner

Description

I am paying Timewarner cable now spectrum, \$60 a month for there services in providing me with 30 Mbps of download speed, yet I've only ever received 5 Mbps. Tired of contacting them and they just tell me to reset my equipment. I've even gone as far as purchasing my own high end router and modem to try and resolve the issue and nothing. Hope you can help.

Ticket: # 1312847 - Tmobile false advertisement

Ticket: # 1312647 - Thioblie laise advertisemen

Date: 11/12/2016 11:11:05 PM

City/State/Zip: Mcallen, Texas 78501 Company Complaining About: T Mobile

Description

We signed up with t-mobile under the impression that streaming video using certain applications doesnt count towards your data plan. It turns out they mislead us just to gain another customer.

Ticket: # 1313043 - Not getting Internet services I pay for

Date: 11/13/2016 11:28:20 AM

City/State/Zip: Grove City, Ohio 43123

Company Complaining About: Time Warner

Description

I pay Spectrum (formerly twc) for 59mb download speeds and 5mb upload speeds. Through the last 3 months I have had times when their speeds have dropped well below 1mb download speeds and they refuse to acknowledge that the issue is on their end and resolve it. They also recently started charging me more for this spotty and unreliable service and I would like this situation corrected.

Ticket: # 1313086 - Not receiving the speeds I pay for.

Date: 11/13/2016 12:47:41 PM

City/State/Zip: Bedford, Texas 76021 Company Complaining About: AT&T

Description

I am paying for 40mb download with AT&T Uverse Internet. I rarely get over 20mb. I cannot remember ever getting the full speed I paid for. When I contact AT&T they tell me that's normal and my speeds are within their ranges. I am receiving approximately less than 50% of my download speed and have been for the entirety of my service with them.

Ticket: # 1313220 - Hughs Net

Date: 11/13/2016 3:30:10 PM

City/State/Zip: Exeter, Nebraska 68351 Company Complaining About: Hughes Net

Description

Hughsnet promised men when signing up that I could watch movies on Netflix and play general games on the internet. We could not watch Netflix even with it on the lowest setting. Our internet was so slow we just quit trying. I called 2x to complain. They just kept doing test after test which kept me on the phone almost an hour each time including time on hold. I tried hooking a computer up directly to the wiring (skipped the router/wifi) and it was still slow. I notified them of this and they continued to tell me that I was getting the fastest available service. When checking my connection to Netflix my speed was .0005. That is ridiculous! When I cancelled my service and asked for a refund because they misled me they graciously said that I wouldn't have to pay for the rest of the month. Really? How generous to not ask me to pay for the time after I cancelled. They are very dishonest.

Ticket: # 1313344 - Cox Internet is absolutely a bully

Date: 11/13/2016 7:01:55 PM

City/State/Zip: Surprise, Arizona 85378 Company Complaining About: Cox

Description

Cox internet seems to have no respect for privacy. my internet has been shut off numerous times due to me downloading things I legally own. Not only that but we get 1/3RD of the internet speeds we are promised!

Ticket: # 1313459 - Unacceptable internet speeds during peak hours

Date: 11/13/2016 9:17:12 PM

City/State/Zip: Helena, Montana 59601 Company Complaining About: Charter

Description

Between 6PM and 11PM the internet speeds decrease into the 500KBPS range. The advertised service is for 20 MBPS. This is a follow up to a prior complaint. Provider installed new co-ax cable on exterior of house to modem. No solution to service speed slowdowns was found. Advertising service as high speed and not providing service quality during main usage time amounts to false advertising.

Ticket: # 1313474 - Slow Internet

Date: 11/13/2016 9:58:28 PM

City/State/Zip: Poteau, Oklahoma 74953

Company Complaining About: Windstream Communications

Description

I am supposed to have 12 megabyte internet but I never get 12 megabytes usually more like two or three

Ticket: # 1313544 - Internet speed, connectivity

Date: 11/13/2016 11:22:41 PM

City/State/Zip: Florence, Kentucky 41042 Company Complaining About: Cincinnati Bell

Description

Am not getting speeds I pay for and the connectivity is inconsistent. I have to reboot the router up to 5 times per day. Filled a BBB complaint and Cincinnati Bell advised that I was lying and I was getting the speed and had not contacted them regarding the issue, even though I had contacted them several times over the last 6 months.

Ticket: # 1313663 - Comcast reducing internet speed

Date: 11/14/2016 8:42:56 AM

City/State/Zip: San Jose, California 95139 Company Complaining About: Comcast

Description

For the past few years as a Comcast customer, we have been getting a constant 150Mbps with a 5Mbps upload. Starting this month I have noticed a huge decrease in speed no matter when I take my speedtest. Throughout the entire day, peak or not, it sits at around 60Mbps.

Ticket: # 1313778 - Internet Date: 11/14/2016 10:59:56 AM

City/State/Zip: Solvang, California 93463

Company Complaining About: Frontier Communications

Description

Since Frontier Communications took over from Verizon, our Download internet speed went from 3.0 MBPS to 1.67 and below. The Upload Speed went down to .05. They sent 4 Service Tech to fix the Internet and no improvement. Contacted Frontier Communications several times and we cannot get an answer when we will see a better and more reliable internet performance. For 20 years with Verizon we never had any problems with the internet.

Ticket: # 1314247 - DSL Internet speed

Date: 11/14/2016 2:31:07 PM

City/State/Zip: Sabina, Ohio 45169

Company Complaining About: Frontier Communications

Description

Frontier recently installed 5 new Dslams in my area one of which services my residence at the control of the co

from Providers Who Benefit from Connect America Support". I have been in contact with David Longworth (network engineer) and Howard Laudermilk (technical operations supervisor) about the issue of receiving internet from Frontier and the speed requirements based on the agreement for Frontier receiving CAF funds. David has stated there is no required speeds that have to be offered. Howard has been very helpful and has done everything he possibly can in getting me connected with the fasted internet speeds. Last week Frontier connected my telephone line from the Dslam to my residence. The fastest speed they are delivering is 1.5Mbps which I have attached a screen shot of. I am around 2.2 to 2.3 miles from the Dslam and from what Howard, David, and other Frontier techs have told me is that I should be able to receive download speeds of 10Mbps or higher. Upon the tech completing the connection from my residence to the new Dslam which was paid for by CAF funds the tech stated that there was an issue with the line from my residence back to the Dslam and that Frontier was not installing new lines. The line was cut about 3,000 feet from my residence and a repair had to be made before they could even connect my line up to the new Dslam. I am filling this complaint to receive help with Frontier not delivering a minimum download speed of 10Mbps to my residences as they are required to do according to their agreement for receiving federal funds from CAF to install the new Dslam which services my residence. The tech connected the ling from the residence to the Dslam on 11-10-16. I contacted Howard Laudermilk about the service on 11-11-16. The internet began working on 11.14.16. The screen shots of the download speeds were taken on 11.14.16.

Ticket: # 1314625 - Internet

Date: 11/14/2016 5:03:04 PM

City/State/Zip: Decorah, Iowa 52101

Company Complaining About: Mediacom

Description

I am a Mediacom customer in Decorah, Iowa and am experiencing terrible download speeds throughout the day for the last month or so. I pay almost \$90.00 a month for 100 mbps but am only getting anywhere from 1 to 25 to 50, etc. depending on the time of day. I have called and had service technicians over and they ait that thereally equipment isn't working properly and there is nothing they can do at this time. I would like to know how I am still expected to pay my contract rate but they are not supposed to provide mE with the service contracted.

Ticket: # 1314701 - ISP sppeds

Date: 11/14/2016 5:41:13 PM

City/State/Zip: Paia, Hawaii 96779

Company Complaining About: Hawaiian Telcom

Description

Our ISP Hawaiian Telcom offers speeds up to 7Mbps in our area. When we first signed up with Hawaiian Telcom, we received 5Mbps, 2 below what was offered. No complaints here.

Today, we are still being offered 7Mbps but instead of a small loss in speed, we see an average speed of ".90Mbps to 2Mbps". We've called and spoken to many CS reps, even have had a technician come out to check our lines and issues.

The main issue the technician stated was that our port box was overloaded and had no more space.

The technician finished his work and stated that he would "put a 72hr watch" on our line to see if any issues come up, or if we notice any drop in speed to call him. He gave us his number and left.

Day after he left, the speed drops, we call, he does not answer. The day after, same issue, no improvement in speed and no one picks up the phone.

After this, we spoke to our neighbors in the area and we've all noticed a large drop off in speed over the few years. Most of our neighbors have stopped using the internet to stream anything anymore.

We've all called our ISP and tried to resolve the issue, but nothing has been done and it seems to be getting worse.

I have documented our speed, through speed test throughout the years at different times to show the degradation of our speed.

Ticket: # 1314712 - Unfair business practice

Date: 11/14/2016 5:46:22 PM

City/State/Zip: Robbinsdale, Minnesota 55422 Company Complaining About: Centurylink

Description

On Oct. 31, 2016 I had a conversation with Century Link regarding the lack of high speed internet at my address. I called to cancel my account of 35 years so I could take my business to someone who offered high speeds in my area. When on the phone with the sales rep from Century Link, I was told higher speeds were going to be available in my area on Nov. 14, 2016. At this time, I opted to stay with Century Link. Now it's Nov. 14 and when I called Century Link sales dept. I am told that higher speeds are not available in my area, and they don't have any idea when they will be. After being passed around CLs phone cue for an hour, I finally gave up. Now I'm stuck with slow speeds and a \$200 cancellation fee. I was lied to in order to keep my account.

Ticket: # 1314725 - Internet Throttling

Date: 11/14/2016 5:49:38 PM

City/State/Zip: Marion, Ohio 43302

Company Complaining About: Time Warner

Description

Internet speeds are consistently lower than they should be/ what we pay for.

Ticket: # 1314840 - Cable outlet not working and misdiagnosed by tech support. Not getting promised speeds.

Date: 11/14/2016 6:47:28 PM

City/State/Zip: Atlanta, Georgia 30305 Company Complaining About: Comcast

Description

I called Comcast tech support on 11/13 for my modem not being able to connect and the person on the other end claimed it was because my modem wasn't on the account and needed to be added. I was then told I had to go to a Comcast store during business hours to get my issue resolved. I missed a full day of work today so I could go to the store, only to come home and find the cable outlet never worked to begin with. So I called back in to Comcast and requested to have a technician come ASAP. The CSR told me the next available appointment was tomorrow. I asked if there was any way I could be squeezed in today and the CSR said Comcast would call me if anything opened up. I later missed a call from Comcast and frustratingly had to go through the automated system yet again to try and return the call. I was then told the call was simply to confirm my existing appointment, and that it's not possible to dispatch a technician on the same day. Had the tech support agent checked the line signal, he could have had a Comcast tech here today instead of me missing more work tomorrow. Furthermore, when I called to set up my service at my new address, I was told I would be getting 300 Mbit downstream speeds. Today in the Comcast store, I learned my plan is for 150 Mbit and the only way I could get the 300 Mbit speed to was to sign a 3 year agreement. It seems every time I talk to a different Comcast employee, I get a different answer.

Ticket: # 1314898 - TWC (now Spectrum) speeds at 10 Mbps when it's suppose to be 50.

Date: 11/14/2016 7:22:33 PM

City/State/Zip: Dayton, Ohio 45415

Company Complaining About: Time Warner

Description

I pay \$180.00 a month for 50 Mb/s internet and I have only been getting 14Mb/s for the past week. I have called, customer support and "nothing they can do from their end.

Ticket: # 1315117 - Maxxsouth - Starville Gigabit speed

Date: 11/14/2016 10:17:09 PM

City/State/Zip: Starkville, Mississippi 39759 Company Complaining About: Maxxsouth

Description

Hello,

I am writing to complain about maxx south 1Gbit speed fiber internet.

I have tried numerous times to get the support / technicians to help with slow upload speed.

On average i get between 10-20Mbit upload to trusted hosts like Amazon, Google, Microsoft etc. I cannot complain about the average download speed as it usually sits between 300-400Mbit and I am fully aware that no one can promise perfect internet all the time.

Attached is a good example of what happens 99% of the time

(b) (6)

I can verify those connections at the time my 1Gbit fiber is going slow, CAN receive that speed via a work or different ISP's connection

Each time I call up, i am told i will be charged a service fee if someone comes out to "TEST" the connection.

My connection between my home to maxxsouth is near perfect. Every time i test my connection to their internal speed test. I get reasonable near 1Gbit speeds in both directions.

However, as an ISP is supposed to provide my internet access to the rest of the internet and most of what i do is not on their website. I get dismal and 1/100 of what i pay for.

I am hoping that the FCC can investigate this issue as i am sure i am not the only one having this problem in this area.

Unfortunately, I have the option of Maxxsouth at 1Gbit(advertised) or

AT&T at 6Mbit on DSL and no other competition to even threaten i would leave for something better. Their website at the time of writing shows Speeds of 100Mbit to 1Gbit and their network management webpage suggests using www.speedtest.net (a trusted source for years on speeds for the internet) as a way to test the speed of the connection

Ticket: # 1315172 - Unlimited data

Date: 11/14/2016 11:03:20 PM

City/State/Zip: Burlington, New Jersey 08016

Company Complaining About: Sprint

Description

Every month about half way thru my Internet data gets dialed back even though it suppose To be unlimited. When I left my old provider

AT&T for sprint that's what I thought I was getting. And that's what the salesman told me I was getting. He said everyone else tells you unlimited but we're he only ones who really give that to you. But I found out that was a lie. I pay for unlimited. Why are they allowed to say it if it's not true.

Ticket: # 1315332 - Throttling internet

Date: 11/15/2016 9:22:19 AM

City/State/Zip: Ypsilanti, Michigan 48198 Company Complaining About: Comcast

Description

Comcast is throttling certain services through my internet connection. I have spoken to them about the issue and the only "resolution" they have is to reset my router. I will do so, and it will resolve the problem for only a day or 2 before it returns.

Ticket: # 1315441 - Internet speed

Date: 11/15/2016 11:05:05 AM

City/State/Zip: Miramar, Florida 33025 Company Complaining About: Comcast

Description

I got Comcast several months ago and they advertise up to 75mbs. I only get 7mps. They said there was a issue with my modem/router and I would have to lease one from them if I want better speeds even though they approved the BRAND NEW modem/router I supplied (they said I could use my own modem rather than lease to save money) I bought a new modem when I connected with them. I state that because one of their troubleshooting questions was "how old is your modem?) It is brand new. I'll get a new one if I have to but I don't want to lease from them to save money. I think they are slowing my speed to make me lease a modem from them

Ticket: # 1315658 - Poor service by provider

Date: 11/15/2016 12:52:12 PM

City/State/Zip: Mayaguez, Puerto Rico 00682

Company Complaining About: Liberty

Description

I live in Mayaguez, Puerto Rico and my service provider is Liberty. Since this company bought Choice the service is very poor. The upload and download is terribly slow. I am a teacher and I have asked my students, who all complain of the same problem. Every weekend we are not able to connect to Netflix or HULU. It keeps loading and loading. The general idea is that they want the clients to increase the Internet strength. Comments on their Facebook account are immediately deleted. I pay over \$60 and I don't see the service improving.

Ticket: # 1315846 - AT&T Problems

Date: 11/15/2016 2:12:35 PM

City/State/Zip: Tracy, California 95376 Company Complaining About: AT&T

Description

I am having continuing problems with AT&T since switching from Comcast. First, I cannot reach anyone by phone after repeated attempts. And on the off chance I do reach anyone they just refer me to another phone # which has an hour + wait. Second, because of the slow upload/download speed we cannot use any of our technology, including video surveillance outside our home, we cannot play music, download youtube to the TV, anything that requires a better speed. The wifi freezes and we have to reset the modum. The internet freezes constantly. Our average speed over 10 days is .48 and 1.5 mbps. We've had numerous technicians here trying to fix but no fix lasts more than a week. Also, there's no signal to the back of the house; we didn't have this problem with Comcast. Lastly, I received two AT&T bills this month, one on 11/5 in the amount of \$87.19, due 11/22 and the second one on 11/13 in the amount of \$141.58 due on 11/30. I purchased a "bundle" and should receive only one bill for less than \$100. Ultimately what I would like is to be able to cancel my agreement with AT&T at no penalty to me. I've done nothing to cause any of these issues.

Ticket: # 1316468 - Bad internet

Date: 11/15/2016 6:38:27 PM

City/State/Zip: Decorah, lowa 52101

Company Complaining About: Mediacom

Description

I am a customer at mediacom. I signed up for 50mbps. I'm getting less then 10mbps now. I would like to have resolved

Ticket: # 1316487 - verizon air card internet servie

Date: 11/15/2016 6:48:55 PM

City/State/Zip: Timberville, Virginia 22853

Company Complaining About: Verizon Wireless

Description

Description

I have Verizon 3g Air Card with unlimited service for up to 5 devices, this was grandfathered, because they stopped offering this plan years ago. Until the last few years we had excellent service from Fisher Hill VA, Sioux Falls SD, Fulton TX, Aldie VA,. We lived full time in a motor home everything in between. Over the last 2 years we would experience slow downs to the point that we could only use 1 computers slowly. When we had a slow down in our service I would call Verizon and they would, "reset our service" and we would be back to our normal. We normally can use both my husband and my computers at the same time. During our year at Aldie we had to call numerous time, but they would resolve the issue by "resetting our service". For me that meant they were throttling our service, although they always denied throttling. As long as they would fix it I had little complaint. However, when we moved to Timberville, VA we initially had good service then it declined to unable to use both computers simultaneously. This time they had me file a inquire that would take two to tree weeks. However, soon the speed was back to normal and I believe we did not here form Verizon for some time maybe a month or longer. He informed me that we were in an area that the tower is inconsistent, however we have a line of site from our home. He stated that the tower is not stable for 3g. However, when I asked about the 4g capabilities he stated it is up to date with 4g and would not have that problem. I informed him that we had not had issues with our speed. A short time later the speed drop to less than 1MBPS, when I call and asked to reset our service the said " there is no way to reset your service". I explained that they have been doing that for several years. Again the same answer they could do nothing. To day I have tested our service speed several times at less then 1MBPS. This happens off and on and is not related to what could be considered heavy traffic times. It is interesting that they could fix our speed before quickly, but have no means now to improve speed.???? Throttling???? We were staying with my sister who lives in Timberville for several weeks before we move into our home. We had no problems with the service.

Ticket: # 1316578 - inconsistent speeds with minimums below advertised in speed

plan

Date: 11/15/2016 7:37:12 PM

City/State/Zip: Rockford, Illinois 61107 Company Complaining About: AT&T

Description

Description

connection is advertised as 3mbps (down to a minimum of 1.56) which they fail to maintain the minimum speed during most hours, as even a peak speed much less a consistent speed (speed tests showing a peak of 1.4 and less than 1.0 consistent.)

This blatant disregard for maintaining a consistent speed, as advertised (the MINIMUM speed not even the speed advertised) after multiple calls is just beyond acceptable.

Ticket: # 1316705 - Sprint Throttle Internet Speed Below Industry Average 3G Speed

Date: 11/15/2016 9:06:42 PM

City/State/Zip: Cedar Park, Texas 78613 Company Complaining About: Sprint

Description

I am on Sprint's unlimited everything plan (Unlimited My Way). Sprint has been throttling my Internet speed for the past 4 days because I have used more than 23GB of data in a billing cycle. When I first confronted Sprint with this issue, they were in denial and said they did not cap my Internet speed. After speaking to three different customer service representatives, they finally admitted, in writing, Sprint is capping my Internet speed to 3G, which is in the service agreement. However, Sprint did not document their 3G speed (up to 1.4 Mbps) is way below industry average (6 Mbps).

I have asked Sprint to either increase my 3G speed to industry average or allow me to break my contract without penalty. Sprint did not respond.

Ticket: # 1316803 - HughesNet Absolute Crooks

Date: 11/15/2016 10:23:14 PM

City/State/Zip: Selmer, Tennessee 38375 Company Complaining About: Hughes Net

Description

Two years ago after getting married and purchasing my first home, one of the first things I had to do was choose an internet service provider. HughesNet was one of the worst decisions of my life. When I was signing up for HughesNet I asked the representative if the speed would be good enough for me to watch movies using my Netflix account, and she reassured me that I would. I had to cancel my Netflix account shortly thereafter because the movies would not load. I called customer service on several occasions and they did absolutely nothing. During one conversation they asked me what the weather was like at my home and I told them it was sunny with a few clouds in the sky. They seriously told me that the clouds were what was causing the slow speed. After giving HughesNet several chances I then decided it was time to terminate my contract early. Even though there was a clear history of me having problems since the very beginning they would not waive the \$400 early termination fee, so I held up my end of the contract for the duration of the two years even though they were not keeping up there end of the contract by providing me internet. My contract finally ran out and the first thing I did was cancel my subscription. You would think that the problems would be over after that but no. They send a return box in the mail for their equipment. I expected to send them back their modem. What I didn't expect was for them to demand that I get on my roof and take the radio off of the antenna, or they will charge me \$200 for not returning it. How would an elderly person ever do this. I'm going to send them all of their JUNK back. My main hope in filling this complaint is that you will do something to stop these crooks from doing this to anyone else. Thank You, (b) (6)

Ticket: # 1316836 - 3. Unable to solve the problems by phone or "chat".

Date: 11/15/2016 11:10:29 PM

City/State/Zip: Okeechoobee, Florida 34974 Company Complaining About: Centurylink

Description

Problems:

1. Speed not consistent with the agreement.

- 2. Service not reactivated on the agreed date.
- 3. Unable to solve the problems by phone or "chat".
- 4. Changes to the prior agreement.

During the winter 2015_2016 we had an Internet service provided by CenturyLink at 25 Mbps.

During the 6 months of summer we did suspend the service and paid over \$ 120 (an average of \$21 per month to be on vacation plan) so that it would be reactivated quickly and free of charge in the fall.

On October 14 we agreed by 'Chat' that the service would be reactivated on October 20. (Documents attached: "Reactivate Internet Oct 14" and "Confirmation for Oct 20").

Arrived on 22 October, Internet still didn't work. We contacted CenturyLink 3 times by phone and three times by 'Chat' to ask them to fix the problem and send us a technician. Every time we were transferred from one person to another without even solving the problem.

Finally on October 28 we received the Internet service but at low speed; between 5 and 10 Mbps in general. (See the 'Speed test' document attached).

In addition, we received November 5, by mail, a document of CenturyLink saying that "we had purchased BND HS1 20M Promo Contract with a term of commitment period from 10/14/16 to 10/14/17". This document looks completely out of our knowledge which means we never asked for it. (Document; "Received November 5").

In conclusion we wish to point out that it is very difficult to fix a problem with the staff of CenturyLink. The people contacted don't seem to really be aware of the record, never say the same thing or the same price and we are often transferred to another Department...

Finally we would like to receive the Internet Service to 25Mbps for which we pay.

Ticket: # 1316876 - billed versus delivered internet speeds, survey response

rejections/failure

Date: 11/16/2016 12:11:07 AM

City/State/Zip: Highlands Ranch, Colorado 80126

Company Complaining About: Comcast

Description

We have a 150Mbs 55Mbs plan with Comcast that started April 2015. For the past 3-4 months, possibly longer, we have noticed a consistent drop in our speed. We have speed tests we run each night to test the speed, and we also monitor as we are downloading, and rarely has the speed been over 50Mbs been achieved.

We are also currently low income, and most likely paying for more of a plan than we can afford, as we currently have medicaid and were on food stamps and unemployment.

This evening when our internet was shut off, i called in to discuss 3 issues.

- 1. the current but temporary low income status
- 2. the significant speed drop over the past months
- 3 payment of the past due bill with consideration of #1 and #2.

THe call was not productive, as none of the objectives were met. At one point the representative started to take a condescending tone, and began to be non courteus by making commments like"well you are supposed to pay your bill" after i had told him the bill was not correct and we were overpaying.

I ended the phone call after giving the agent multiple attempts to resolve at least 1 issue.

I also agreed to take a survey after the call regarding my experience.

When i got the call from 267-341-8705 at 840PM MT, i rated all questions a 1 out of 5, 1 being worst. Then, the system asked me if my issue was resolved on the call, the system would not let me enter #2, which was to indicate that my issue was not resolved. I pushed #2 about 4 times, and it did not work, then i said "number 2" right before taking a screen shot of the key pushes i entered on my phone during the survey, and the survey then hung up on me telling my input was not being accepted since i didnt answer that last question that it would not let me answer. I can send the screen shot of the phone records and the key pushed I entered.

Ticket: # 1316942 - Overcharged: Significantly Slower than Advertised Speed

Date: 11/16/2016 3:33:02 AM

City/State/Zip: Seattle, Washington 98122 Company Complaining About: Wave G

Description

To whom it may concern:

Since September 12, 2016, I have subscribed to Wave G's Gigabit internet service. This offering has an advertised speed of up to 1,000 Mbps. From the moment the service was installed, tested by both the Wave G technician and myself, the maximum speed has been less than 75 Mbps (see attached test results). While I understand that customers may see real world speeds that are somewhat slower than the advertised peak speed, my internet speed is consistently 13 times slower than the advertised speed!

These are the speeds when plugged directly into the router using an ethernet cable, and were seen by both myself and the technician who installed the service.

Previously I subscribed to CenturyLink's 1 Gig internet service. At the same address, from the same ethernet wall jack and plugged into the same internet router, I routinely measured speeds of over 900 Mbps (over 90% the advertised speed). Wave G has only provided me with 7.5% of the advertised speed.

On the afternoon of September 12, 2016, a Wave G technician came to my apartment building to install my service. As the technician began the installation, he realized that he did did not bring a key to access the utility closet at the building to activate my service. After driving to get the key and returning to continue the installation, he was rushing to complete the work. Once the service was activated, I immediately speed tested the service both via connecting to the router wirelessly and by plugging in directly with an ethernet cable. In all cases, the speed was less than 75 Mbps. The technician also saw similar speeds. He said it was set up correctly, and did not have time to troubleshoot the issue as he was running late. He recommended that I call Wave G customer service.

After several calls to Wave G, and hoping to find a way to resolve the issue, I have not ever been able to get an increase in speed.

For the past two months, I have received internet service of less than 100 Mbps while paying for service of 1,000 Mbps. As the 1,000 Mbps service is \$80 per month, whereas the 100 Mbps service is \$60 per month, I have been overcharged by a total of \$40. In other words, I have paid for a service that Wave G failed to provide.

After trying to get resolution through the company's tech support, and failing to receive any adjustment or compensation from Wave G's customer support, I downgraded my service to the 100 Mbps plan. Wave G seems to have no problem charging customers for an advertised service, but then delivering at 13 times slower speeds.

I've paid for two full months of Gigabit internet service (Sep 12 to Nov 11), and prepaid one additional month of Gigabit service (Nov 12 to Dec 11) for a total of \$240. However, as I consistently received service of less than 100 Mbps, I believe that I should have been charged \$160 for these three months. Therefore, I have been overcharged in the amount of \$80.

Ticket: # 1317111 - Comcast Speeds Well Below Advertised

Date: 11/16/2016 11:19:22 AM

City/State/Zip: Waterbury Center, Vermont 05677

Company Complaining About: Comcast

Description

Description

I pay for a 200mbps connection(Blast! Internet) and we only get 28mbps. I've gone through their customer service a number of times to no avail. We had a tech come out last year and replace some stuff which at least made it so our tv would stop cutting out, but the internet remains slow. They need to re-engineer their nodes in our area so that we can actually get the speeds advertised. Since we are in a small VT town I'm sure weare the last priority on large scale service tickets.

Tielset # 4047440 mele consecion e incetable

Ticket: # 1317142 - mala coneccion e inestable

Date: 11/16/2016 11:36:18 AM

City/State/Zip: Toa Baja, Puerto Rico 00951

Company Complaining About: Claro

Description

La conexión de Internet no es estable y es interrumpida.

Ticket: # 1317192 - claro corp. internet service problem

Date: 11/16/2016 11:59:41 AM

City/State/Zip: Cayey, Puerto Rico 00736

Company Complaining About: Claro Corporation

Description

This complaint describe a fraud of claro corp. with their customers obtaining a contract of internet service of 8 megabytes by contract, obtaining only 3 megabytes service by claro corp. At this moment they don't fix the problem and trying to change the original contract to 5 megabytes that not satisfy my needs at this moment. The technical support of claro imform that they never supply the same amount of the contract due to their infrastructure problems. the service serve by claro corp. never have available 50% of the service contrat by both parts. The contract singned by never specyfy anything of paying by 8 meg. and receive only 3.5. I hope your promp help and support on this matter as soon as posible. Thanks. (b) (6)

Ticket: # 1317490 - TDS flat out robbing customers

Date: 11/16/2016 2:25:26 PM

City/State/Zip: Lacenter, Washington 98629

Company Complaining About: Tds

Description

TDS is charging \$70+ a month for DSL in my area, which is already highway robbery, but every day i have to deal with them dropping service from what is supposed to be 20MB/s download, to a dismal 1MB/s download. i have been EXCESSIVELY patient with them for 2 years, and they refuse to fix the issues. service doesnt even go above 13MB/s, even with peak conditions in weather, which isnt even 75% of the advertised price.

Ticket: # 1317493 - Internet connection speed and quality drop after first FCC

complaint

Date: 11/16/2016 2:27:40 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

I filed a complaint a few weeks ago regarding Comcast's new Data Cap policy (Ticket No. 1249217), and in doing so had to include my account number. My complaint was forwarded to Comcast, who aggressively attempted to contact me by phone to "discuss my concerns". I told them I did not think any discussion was necessary because they outlined their reasoning in the letter they sent all customers, and my complaint still stands.

Since then, I've experienced a massive decrease in internet performance and reliability. My connection speed is averaging about half what it used to be, and frequently disconnects, a problem I never had prior to the complaint. I find it hard to believe this is coincidental, and consider it to be intimidation given that Comcast knows I have no alternative but to use their service. I find this bullying tactic despicable, and hope you will investigate.

Please note I am including my account number below reluctantly, given the above.

Ticket: # 1317661 - fraudulent internet speeds

Date: 11/16/2016 3:39:26 PM

City/State/Zip: Enid, Oklahoma 73703 Company Complaining About: AT&T

Description

My household has internet service through ATT Uverse. The download speed advertised is 795 Mbps. After completing a speed test I found that I am only getting a download speed of .91 Mbps. I spoke to four representatives with ATT and found that we will have to wait an additional 3-4 months before anything faster is available with their service. We have been paying for the increased speed for a year and not getting it. That is fraud. We want our money refunded and the bill to reflect a price at the reduced speed that we are actually getting. There are federal laws against this kind of fraudulent advertising. We expect the law to be enforced in this matter.

Ticket: # 1318349 - Incredibly slow internet speeds for the last 3 or so weeks.

Date: 11/16/2016 10:49:04 PM

City/State/Zip: Delray Beach, Florida 33445 Company Complaining About: Comcast

Description

I am paying for 25Mbps but have been consistently receiving speeds well below. This issue has been ongoing for the past 3 or so weeks. Ranging from under 1Mbps to under 14Mbps. Here are a few examples.



This throttling seems to be consistent with their implementation of data caps in my area (as noted in this article (b) (6)

). However it should be noted I have not exceeded 300-400 gigs a month in the last year, so the throttling is unrelated. The wired internet to my house is so unbearable right now I've resorted to using my cellphone's network to broadcast netflix to my chrome cast. It is incredibly ridiculous that my wireless cellular provider is not only able to outperform a wired connection, but also doesn't throttle me for watching a lot of netflix since it is part of their bing on plan. I have called comcast and their "solution" has been to reset my modem, to no positive effect.

Ticket: # 1318441 - Spectrum time warner charging money and not providing

Date: 11/17/2016 1:18:39 AM

City/State/Zip: Montclair, California 91763 Company Complaining About: Time Warner

Description

In the past 6 months I am being charged by time warner and spectrum for services they are not providing. They were charging me for accounts that have large e-mail storage and they reduced the storage quota in my settings without my permission. In addition they are charging me for 300 mbps INTERNET connection and only providing 150 mbps. we have tested for a few days.

Ticket: # 1318493 - Unjust Throttling

Date: 11/17/2016 5:44:51 AM

City/State/Zip: Columbus, Indiana 47201 Company Complaining About: Comcast

Description

I find it highly suspect that not twenty four hours after my previous FCC complaint, that my internet speeds mysteriously dropped down to FAR less than what I am paying Comcast for. No amount of resets etc on the phone with their tech support will fix the problem. I have a hard time trusting anything that comes out of their mouths after the lies they've spouted off to me in the past. I find myself doubting their assurances that they are not throttling me even though I pay for the unlimited data package.

Ticket: # 1318759 - Paying for a service for months that has not been working properly and they still do not followthrough and fix

Date: 11/17/2016 12:37:24 PM

City/State/Zip: Manahawkin, New Jersey 08050

Company Complaining About: Verizon

Description

We have gone back and forth with Verizon for years and now months again this year to have a working DSL line. Our speeds are no where as they should be and my bill gets paid. We are told a manager will call and there is never a call. They have sent techs and equipment and it works for 24 hours then does not work. I have asked if they cannot get correct service to my area to please let me know and they say they can yet we still do not have uninterrupted and normal speed internet on most if not all days. There is no follow through and no answers given to us. Thank you.

Ticket: # 1318894 - slow and spotty internet service

Date: 11/17/2016 1:39:10 PM

City/State/Zip: Plantation, Florida 33317 Company Complaining About: Comcast

Description

I am Comcast customer in Plantation, FL. I am paying for internet service of 75MB/sec download speed. In the last 4 weeks I get speeds between 0.5 and 5MB/sec. Numerous complaints to Comcast have not yielded any results. Comcast has dispatched technicians, but not solved the problem.

Ticket: # 1319228 - Internet Speed Issue/Billing Issue with AT&T Uverse

Date: 11/17/2016 3:45:44 PM

City/State/Zip: Melbourne, Florida 32940 Company Complaining About: AT&T

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1319388 - Internet availability or lack of-Century Link

Date: 11/17/2016 4:20:45 PM

City/State/Zip: Tucson, Arizona 85749 Company Complaining About: Centurylink

Description

Have had Century link in my tangue verde valley home since 2000. There is currently no other option (Cox, Comcast, etc.) and others that require antennas are not a viable option due to the trees throughout our valley. I have spent countless hours over the years to report issues of no internet to extremely slow internet. I was told a few years ago by yet another CenturyLink technician, that when a complaint comes in to them regarding our area (East Shady Lane) that all other techs feign "not available "because they can't repair the old wires that are supposed to provide us with a whopping 1.5Mbps speed. We do however, continue to receive in our mailbox, many notices that they "now serve our area with a high speed broadband service". This week, after a month of ridiculously low and useless speed, I finally made time (6 hours total) on phone and online with Century Link merely to inquire about the services they are touting. As is usual, I was disconnected several times and had to start over with another person. I was told by three separate employees that we did not reside in a Century Link service area! I asked HOW was I able to be online with her live chat if I wasn't, and she even went so far as to suggest I was in a Cox service area. In the past several months, I bundled my tv and internet with Dish. They lease Century Link lines to do this. My internet speed is currently at an unusable .48 Mbps with no relief in sight due to condition of Century Link's lines. Many of my neighbors have the same exact issues, and some have just disconnected from internet altogether, as like me, they don't have time to deal with them and their false promises to "troubleshoot" and resolve issues. Please help! Many neighbors participated in a plea to Cox several months ago to make their service available, but to no avail. Alas, our "little community" is not cost effective. Many of us reside in the Pima county "floodway" or flood plain, so even waiting for our community to grow is not an option. I think I can speak for many of us, that we need help! Thank you.

Ticket: # 1319474 - Comcast Unfair Trade Practice

Date: 11/17/2016 4:54:19 PM

City/State/Zip: Moodus, Connecticut 06469 Company Complaining About: Comcast

Description

Comcast promised 100 mps speed for internet and despite much contact with Comcast and two (so far) visits by technicians, still not up to guaranteed speed, although being charged for 100 mps speed internet.

Ticket: # 1319497 - Over Charge by Time Warner Cable

Date: 11/17/2016 5:04:28 PM

City/State/Zip: Astoria, New York 11103 Company Complaining About: Time Warner

Description

I was being charged by TWC for the Ultimate 200 Upgrade. I tested it and it didn't work. I spoke to one of their service reps and he confirmed that it wouldn't work. I tried and tried to have it removed from my bill but every time they said I'd have to pay more. On my bill it was listed as an item outside of the bundle so I don't know they couldn't remove it. I canceled my service today but I would like to file a claim to get that money back if possible. They were charging me for a speed that just didn't work.

Ticket: # 1319854 - Comcast has been throttling my service for a month, refuses to fix without charging a technician fee

Date: 11/17/2016 8:17:53 PM

City/State/Zip: Ann Arbor, Michigan 48103 Company Complaining About: Comcast

Description

I've been using Comcast at my current rental home since January 2016. I pay for 50Mbps internet. Around mid-October, I experienced significant slowdown of my internet service, to .5 Mbps. At the time, I thought it was an issue with my router or modem. I've since replaced both my modem and router. However, the issue has remained. I have talked with Comcast support multiple times (4 different reps). All of them deny that it is an issue with Comcast. One tried to upsell me to a new modem (she claimed my modem was unsupported despite it being listed as supported on Comcast's website. Her supervisor later admitted the rep made a "mistake". Comcast offered to send out a technician, saying that if they could not find any issues I would be charged. I declined this service, since I am pretty sure the issue is with upstream throttling. In addition, I don't think it's fair to charge a paying customer just for him to receive service he is already paying for. It has been around a month now, and my service is still throttled at .5Mbps.

Ticket: # 1319930 - AT&T slowing speeds but collecting monthly payments

Date: 11/17/2016 9:21:01 PM

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: AT&T

Description

I am paying internet service for my Mother's home in Miami. While visiting Miami on November 16th, I had slow speeds on my laptop. Again today (November 17th), I experienced very slow speeds while trying to watch Facebook videos on my laptop and on my android phone. I called AT&T for assistance and conducted several speed tests to check the connection. While I was using the AT&T speed test, I was also running a Google speed tests. Most of the speed tests showed speeds of under 12 mbps, which is what I am paying for. When the AT&T rep sent a signal to the modem, the speed test then showed speeds over 13 mbps but at the same time, Google was showing me speeds of 4 mbps. I took a picture of this discrepancy. I event called out the AT&T for this and she could not explain the difference. And when I asked why I had not been informed about the slower speeds, I was asked if I had downloaded the mobile app. I got angered by this response, since AT&T has my contact information on file and should have informed me that a possible update to the modem would be needed to maintain my signal speeds. All that I was offered after spending an hour with the AT&T reps trying to resolve this issue was to have an IT technician to come out and look at the modem.

Ticket: # 1319989 - Internet problems

Date: 11/17/2016 10:07:08 PM

City/State/Zip: Valparaiso, Indiana 46385 Company Complaining About: Comcast

Description

Pay extra on my bill every month (10.00) for higher speeds. July 2015 I added home security to my services. Since then my 105 speed has consistently been at speeds of less than 30. I have called numerous times to have the signal reset becaus of the slow speeds or intermittent service. I finally got a tech to come out in Oct 2016. The first tech was an internet tech and due to my security services he could not work on my issue. A home security tech then came out. He upgraded my modem and told me that was the problem with my speed and intermittency and should have been upgraded when I added the home security services. After he left I have continued to check my speeds any they are consistent and always between 75 and 124. Problem solved. I requested that I be refunded the extra fee I pay for the last 15 months. I was told they had no record of my calls, starting I was having internet issues. That they can't guarantee any speeds for wireless, even though I was originally told they should never be less than half of what I pay for. I was told which speedtest app to use and it is the one they recommended. I filled a complaint with the better business bureau and the gentleman from corporate refused the refund as well and the reasons given went against everything I had been told when I called to troubleshoot, as well as what the tech told me when he fixed my issue. Gave me no explanation as to why once the modem was upgraded my service improved. Refused to work with me at all. I'm very upset that as a long-standing customer I'm being blown off and have paid for services I never received and it was due to their not fulfilling their duties when I added those services.

Ticket: # 1320051 - Frontier Communication - poor service - Internet Monopoly

Date: 11/17/2016 11:14:58 PM

City/State/Zip: Drumore, Pennsylvania 17518

Company Complaining About: Frontier Communications

Description

Frontier Communication is the only provide of land based internet service in my area. The system is overburdened and performs at 1/4 of the advertised speeds. Frontier refuses to upgrade the system to meet the demands of its customers and does so because they have no competition.

Ticket: # 1320279 - Time Warner Cable monopoly

Date: 11/18/2016 8:46:05 AM

City/State/Zip: New York, New York 10025 Company Complaining About: Time Warner

Description

I currently have Time Warner Cable and the speed/reliability is not what was advertised. The internet goes out everyday for hours at a time, but due to their monopoly I have no other option. I work from home and need a reliable internet service.

Ticket: # 1320298 - Internet speeds are commonly below 25% of purchased package

speed

Date: 11/18/2016 9:18:56 AM

City/State/Zip: Churubusco, Indiana 46723

Company Complaining About: Frontier Communications

Description

We have purchased a "up to 3 Mb/s" service. During the evenings and weekends out data rate drops to 0.9 Mb/s or less. We have contacted customer service and technical support multiple times. Both have said we should receive at least 70% of our promised service rate. They offer no fixes and state that we live in an area of "high demand". When a technician was scheduled to come out, he called the day of the visit and said it was unnecessary to come out because he (and Frontier) knew that the problem was inadequate capacity in our area. During the day the speeds are much better (2.2 Mb/s) so we know it is not a problem with our equipment or settings. Our neighbors also are having the same experience. This problem has existed for over two years and possibly longer. Frontier Communications seems content to charge a full price for internet service but does not seem to want to make the corrections necessary to provide what they sell. Thanks for your time today.

Ticket: # 1320588 - slow internet and inability to stream netflix

Date: 11/18/2016 12:25:36 PM

City/State/Zip: Pittsburgh, Pennsylvania 15238

Company Complaining About: Comcast

Description

I have frequently been on the phone with Comcast because of slow to load web pages and common interruptions in viewing netflix movies. We frequently get frustrated and just quit viewing the Netflix show and switch to TV. Each phone call, and there have been many over the past year plus, requires considerable time from me. The call starts with a lower level tech person then after 30-40 minutes of frustration is bumped to a higher level. After more time, inevitably a signal boost is sent and the issue is remedied. But only for a few days and that is the issue.

I learned from a Comcast repair person and the last two tech crews that were finally sent to my house that the boost signal is at best a temporary bandaid and not a repair. Obviously Comcast knows this, continued to charge me 241.00/month but delivered a download speed of as little as 7Mbps when I pay for about 150.

I received a robo call from Comcast the day before the technicians were to arrive this last time telling me they found the problem on the street and completed the repair. Did I want the techs to still keep the appointment? I requested that they keep the appointment.

The tech teams came and informed me of a multitude of issues, all contributing to poor service. there was an additional outside line problem where cable was shredded. Not yet repaired. My modem was old technology and should have been replaced long ago.

The cable into my house, to my modem, to my TVs and to my phone were all old, insufficient and/or damaged. All of it needed to be replaced. This was completed.

Comcast had to know of the modem. They should have been aware of the faulty wiring. According to all the techs, they knew the signal boosts were unsatisfactory, yet the billed me for a year plus for services they didn't give me.

They first offered me 50.00. Then 1 month free. They are cheating me and should not be allowed to get away with this. If I paid for a service for over a year, and may be many years, that I did not receive, they should reimburse me in full.

Thank you Sincerely

(b) (6)

Ticket: # 1321128 - Frontier Internet Throttling

Date: 11/18/2016 4:38:07 PM

City/State/Zip: Lewisville, Texas 75067

Company Complaining About: Frontier Communications

Description

I connect to my router with a CAT5e cable. I've called support twice and they claim not to know anything about my internet speed being throttled. However, when I test outside of the ISP's network, I am usually getting speeds of about 2.5Mbps download when I pay for 75Mbps download. This has been happening since the switch from Verizon to Frontier. I didn't have this problem with Verizon. Thank you!

Ticket: # 1321315 - Cox Is Literally Screwing Us

Date: 11/18/2016 6:01:46 PM

City/State/Zip: Las Vegas, Nevada 89117 Company Complaining About: Cox

Description

We pay for 150 mbs download speed. We have never even come close to said number however. On a daily basis we may be lucky to get even 50 mbs on a wireless connection. With a wired connection the problem is still there, not even getting to 90 mbs.

Ticket: # 1321657 - Slow Internet

Date: 11/19/2016 1:47:14 AM

City/State/Zip: San Antonio, Texas 78220

Company Complaining About: Time Warner Cable (now Spectrum)

Description

My internet speed is(b) (6)

I am paying for 300Mb/s. I am not getting it.

Ticket: # 1321661 - TWC max internet

Date: 11/19/2016 1:56:03 AM

City/State/Zip: Leawood, Kansas 66224
Company Complaining About: Time Warner

Description

Charter communications has recently purchased TWC And has specifically told me that my speeds will be downgraded to 100mbps from 300mbps. I think this is not pro competition and am very angry

Ticket: # 1321687 - Mediacom Internet

Date: 11/19/2016 3:24:56 AM

City/State/Zip: Decorah, Iowa 52101

Company Complaining About: Mediacom

Description

Internet outage/lack of service in northeast Iowa. Towns include Decorah, IA (widespread), Calmar, Waukon, Cresco, possibly more. I have tested as low as slighty above 1mbps... I pay for 150mbps. That is less than 1% of advertised speed. Service has been very slow and spotty for 3 weeks now. National call center denies anything is happening... yet local techs have cited bad CMTS protocol code on the header box serving the area. This means their hardware is failing to connect properly to potentially thousands of modems being fed by that box in the area. Yet the call canter sends techs to look at peopls modems and test lines, when in reality the company KNOWS the issue is in fact on their end of the service and is within their own hardware/code. They need to publicly address the issue and issue credits for the entire affected area. They want to deal with the issue on a customer by customer basis, are already issuing credits, yet they are so swamped with calls its hard to get a person on the phone without a wait. And when you do.... They want to send a tech to look at your line! They need to address the issue and admit what local techs have already said to multiple customers on where the issue lies. Please hold them accountable for their terrible service that comes no where close to advertised and paid for speeds and their even worse customer support that gets us nowhere. I hope you can look into this issue. It was on going for 3 weeks, supposedly 2 major fixes were applied to the area yesterday and the network is fixed. Im not holding my breath. The internet is not even usable at night dipping to below DSL speeds even. See screen shot below for a bandwidth test. I have a full log of tests I can send as well if needed. Please contact me if you need any more info. Again this is not isolated. This is a city wide issue AND affecting the towns around us. Please hold this company accountable for what is going on in northeast lowa right now!

Ticket: # 1321689 - Comcast Very Slow

Date: 11/19/2016 3:27:37 AM

City/State/Zip: Salt Lake City, Utah 84105 Company Complaining About: Comcast

Description

I feel as though comcast is metering my internet connection!

Ticket: # 1321692 - Internet is not what I'm paying for

Date: 11/19/2016 3:40:16 AM

City/State/Zip: San Lorenzo, California 94580

Company Complaining About: AT&T

Description

I have paid for 45MPS with AT&T for over a year now and almost never get anything faster than 12MPS. I would have stayed with 18MPS if I knew that was going to be the case.

Tielest # 4004700 Net metting what I maid for

Ticket: # 1321780 - Not getting what I paid for

Date: 11/19/2016 11:39:46 AM

City/State/Zip: Plantersville, Texas 77363 Company Complaining About: Centurylink

Description

Paid for 10mbs Internet speed and never get more than 3mbs . My understanding is DSL is not shared like cable .

Ticket: # 1321804 - VPN throttled.

Date: 11/19/2016 11:52:14 AM

City/State/Zip: Pittsburgh, Pennsylvania 15237

Company Complaining About: Verizon

Description

When my work laptop is connected to the corporate VPN (owned and provided by Iron Mountain, my employer) all devices on my network are significantly slower. Upon disconnecting all devices resume normal speeds.

Ticket: # 1321984 - Time Warner Cable Internet Speed after Spectrum Buyout

Date: 11/19/2016 3:53:21 PM

City/State/Zip: Austin, Texas 78748

Company Complaining About: Time Warner

Description

We had the fastest internet speed available (300mbps download) at Time Warner Cable and it was NEVER close to this download speed during any time we tested it. Now Spectrum has taken over TWC. I received a call from a Spectrum representative trying to sell more services for better internet at the same price we were paying with TWC when Spectrum took over. Why is a company allowed to purchase another company and then offer slower service for the same price? This should have been resolved long before this purchase was approved and my concern is that the FCC did not fully vet this transaction. At best the Spectrum customer service representative said they would "eventually" be getting around to making sure Spectrum services are working as well for former TWC customers. Eventually? That's bush league. They should have rolled that out before the transition ever happened. I would like the FCC to look into these issues and resolve them ASAP. This should also be taken into consideration for future mergers and take overs since I know AT&T was potentially looking to purchase TWC/Spectrum as well.

Ticket: # 1322127 - Internet speed is frequently half or less of what it is supposed to be

Date: 11/19/2016 6:56:38 PM

City/State/Zip: Cape Coral, Florida 33993 Company Complaining About: Centurylink

Description

Every month or so the internet is far too slow, and I have to call to have someone come out, which is a nightmare to schedule.

Ticket: #1322150 - Slow internet scene 2014

Date: 11/19/2016 7:23:23 PM

City/State/Zip: Birchdale, Minnesota 56629 Company Complaining About: Centurylink

Description

After contacting CentryLink for slower internet then what I was paying for. CentryLink claimed this has been a problem sense 2014 and this is no plans to upgrade the service to even provide 1.5MB to the local aria that CenturyLink is selling. I pay for 1.5MB and CenturyLink can only provide .75MB and lower to the aria. While on the phone with the support department, the tech checked my speed from the head end and then my connection then jumped to 1.3MB for about 5-10 minutes. Almost every time I speak with tech support the speed jumps for a short time.

Ticket: # 1322264 - Slow Internet

Date: 11/19/2016 11:47:06 PM

City/State/Zip: Allentown, Pennsylvania 18104 Company Complaining About: Service Electric

Decembelon

Description

I live in Allentown, PA and I receive my internet from Service Electric -- They are the only internet company that currently services my area with high speed internet. I pay for 100 download/ 10 upload -- This is the fastest internet plan that they offer. Recently, I have been getting 10 up, but I only get between 20% to 40% of my download capacity. Most days this does not affect my ability to work, but recently I have been having trouble holding teleconference meetings (via the computer) or watching video streams (i.e., hulu, netflix) without disruption. I have to believe that I am not the only person receiving a poor internet experience from Service Electric.

Thank you for taking the time to hear my concern.

Ticket: # 1322337 - Frontier is Intentionally is Trottling Back on Contractual Internet

Speed

Date: 11/20/2016 7:35:34 AM

City/State/Zip: Tolland, Connecticut 06084

Company Complaining About: Frontier Communications

Description

11/5/16 Internet speed very slow for months. Called Frontier Technical Support Saturday 10/29/16. They promised to have technician visit my house, check lines, connection, etc. on Monday. The tech did not show – did not call. Called every day. Each day, promised to send tech. No show. Forty minutes on phone each time repeating the problem. Finally, a week later on Sat, 11/5/16, a technician came. The tech found that Frontier had throttled back my internet service from 6 to 3 MB/s (megabytes per second). Our contract is for 6 MB/S. Speed check showed 1 to 4 MB/s. The technician said 10 MB/s coming into the house but Frontier had throttled it back to 3 at their server. The tech said he frequently sees this problem.

The tech called Frontier. The tech had to wait 20 minutes for "the next available agent". When the Frontier agent finally came on the line, the Frontier technician explain the problem and asked the service be set correctly to 6 MB/s. The Frontier person the tech spoke to set my service to the 6 MB/s per my contract. The tech ran a speed test (so did I), now it read 4.7 to 5. Jim said the difference was "overhead". After Jim left, I went on the internet and found it not much faster than when it was set to 3 MB/s. I have been paying for 6 MB/s since the first of the year and only receiving 3 because Frontier intentional throttled it back. Apparently, this is common practice with Frontier. My understanding is that such action is not lawful. Is that correct?

Ticket: # 1322747 - False Advertising of Internet Speed

Date: 11/20/2016 8:31:27 PM

City/State/Zip: Boynton Beach, Florida 33436 Company Complaining About: Direct Path

Description

Direct path advertises Internet speeds for 16 however speed testing confirms speeds average less than 2 mbps

Ticket: # 1322944 - Poor service

Date: 11/21/2016 6:28:56 AM

City/State/Zip: Clifton, Texas 76634

Company Complaining About: Centurylink

Description

Internet access has been off for hours at a time or slow for several weeks Century Link has discounted my bill for one month but has not made any improvement.

Ticket: # 1323255 - AT&T High Speed DSL but not really

Date: 11/21/2016 12:44:17 PM

City/State/Zip: Little Rock, Arkansas 72223 Company Complaining About: AT&T

Description

We had high speed dsl and phone svc with AT&T from 2010 to 9/16/2016. We were told for high speed the phone was required in our area. During this period had issues continually with dropping and low speed. On 9/16/2016 finally reached a knowledgeable tech that did different speed tests and informed me that line was clear, the problem is that we are too far from tower and have not ever and will not be able to get high speed. He recommended that call billing and downgrade to regular. I called and billing mgr switched to regular dsl and dropped phone. The ATT rep said the most he could do in credit was \$100 and that would have mgr call about further credit. Neither happened and in dispute over the billing STILL. The entire reason that chose ATT in 2010 is that they were the only company that said they were able to provide high speed for this area. Comcast and others said it wasn't option. It was completely misrepresented and we paid double for over 5 years for service that was never receiving. I have all the details including case numbers and employee numbers for the people that spoke with on the multiple calls.

Ticket: # 1323312 - Internet Problems/ Now Billing Problems

Date: 11/21/2016 1:10:47 PM

City/State/Zip: Ypsilanti, Michigan 48197 Company Complaining About: Comcast

Description

In October I called Comcast with a concern about my internet speed . The rep and I tested the speed while we were on the phone. The rep said that speed is not acceptable, I need to send someone out to your house. The rep said there would not be a charge to send someone out as this was not my fault. On October 13th a service person came to my house. I get my new bill in the mail and I have additional charges of \$126.72. I called Comcast to discuss why and asked to speak to a manager. Of course none were available, and they will have to call me back. Last time this happened they never call me back, this is twice, now.

The customer service at Comcast is horrible and I should not have been charged for something that was not my fault. On my bill they don't even have the correct service date.

Ticket: # 1323378 - INTERNET SNAIL SLOW & NOT WHAT WAS ORDERED

Date: 11/21/2016 1:42:30 PM

City/State/Zip: Thomson, Illinois 61285 Company Complaining About: Hughes Net

Description

INTERNET SO SLOW CAN BARELY USE IT . FILED COMPLAINTS TO NO AVAIL ALSO I DID NOT ORDER HUGHES NET ,I ORDERED EXCEDE

Ticket: # 1323537 - Sub Standard Internet

Date: 11/21/2016 2:54:43 PM

City/State/Zip: Prattville, Alabama 36066 Company Complaining About: Wow!

Description

I have been with Wow Internet for almost 3 years and I have been plagued by substandard internet connections, loss of service and abysbal customer service. I have been overcharged for speeds that I am not paying for. I have experience outages and have made appointments for resolution and have no one there. Wow! Has only granted me \$10 for my many inconveniences. If there was competition in the area I would use another provider. Thanks for hearing my complaint.

Ticket: # 1323598 - Over Charging

Date: 11/21/2016 3:18:19 PM

City/State/Zip: Tujunga, California 91042
Company Complaining About: Time Warner

Description

I am paying for 100 MPS internet service, and recieving on average 15-20 MPS service. Company refuses to lower my rate to compensate for for inadequate service.

Ticket: # 1323632 - Internet upgrade not received

Date: 11/21/2016 3:28:01 PM

City/State/Zip: Jeffersonville, Indiana 47130 Company Complaining About: Time Warner

Description

I was informed by a cable technician last week while here on a service call that one of my problems was that my Internet speed upgrade had never been done. He did the connection to our router and informed us we had this service for two years without it being activated. I called Time Warner Cable to get credit but all they will offer is What they said is a one month credit if \$50.00. I was unable to talk to anyone other than a supervisor and was told they had no authority for further payment but could not put me in touch with anyone else, period.

Ticket: # 1323780 - False internet speeds

Date: 11/21/2016 4:28:10 PM

City/State/Zip: Bartlesville, Oklahoma 74006 Company Complaining About: Cable One

Description

Cable One in Bartlesville Oklahoma is advertising 200 Mbps but I am only getting 20 at max throughout the day. I have followed all of their troubleshooting, I have called and called and they refuse to fix it.

Ticket: # 1323805 - Deficiencia en la velocidad del internet

Date: 11/21/2016 4:41:17 PM

City/State/Zip: Ponce, Puerto Rico 00728 Company Complaining About: Claro Pr

Description

Actualmente recibo un plan de internet residencial con la compañía Claro PR. Este plan tiene un costo de \$24.99 y cuenta con una velocidad de 4 Mbps. En los pasados 3 años, el servicio de este plan ha sido muy deficiente ya que en promedio en recibido velocidades que oscilan únicamente entre los 2.9 Mbps y 3.14 Mbps. Durante estos pasados tres años, he realizado múltiples llamadas telefónicas al Servicio al Cliente de Claro PR indicando el problema de la velocidad pobre; no obstante, nunca han resuelto la situación, indicando que la velocidad que recibo queda dentro de los parámetros establecidos en el contrato. También he tratado de resolver la situación en persona, directamente en las oficinas de Claro PR, pero estos indican que solo puedo hacer esa gestión a través de vía telefónica.

Ticket: # 1323839 - internet speed

Date: 11/21/2016 4:59:52 PM

City/State/Zip: Rensselaer, Indiana 47978 Company Complaining About: Centurylink

Description

i have been paying for 3 mbps and i have not been getting even the 80% they say i should get. when i call centurylink they walk me through the same steps everytime and my speed is good for 2-3 days then back down again.

Ticket: # 1323999 - Internet dropping and/or not achieving stated speed.

Date: 11/21/2016 6:02:34 PM

City/State/Zip: Kirkwood, Pennsylvania 17536

Company Complaining About: Frontier Communications

Description

My internet connectivity has been slow/spotty/nonexistent since November 11, 2016, when a neighborhood-wide outage affected most of my neighbors and me. I have contacted Frontier by phone and by Facebook messenger to address this, but nothing has changed.

Ticket: # 1324059 - Not getting advertized speeds offnet with Comcast

Date: 11/21/2016 6:26:20 PM

City/State/Zip: Washington, District Of Columbia 20024

Company Complaining About: Comcast

Description

Whomever it may concern,

I am a little over a two month Comcast customer and my experience has been trying to say the least. I have moved into a building where Comcast is the only service provider available so therefore, I can not simply move to another. I have a TV and internet package with them and I started noticing issues with my internet speed about a month ago. Services like Amazon Prime, Youtube, and Netflix would started failing to broadcast after about an hour of viewing to the point where Amazon would clearing state that there is simply not enough bandwidth.

Any file download that was large in size would never finish either.

I thought this odd since my package included a 100mg down by 6mg up connection. When I checked the Comcast website for troubleshooting support they supplied me with their speed test page that assured me that I was getting over 120mg down to a nearby server in Washington, D.C. So I tried testing with various other sites and found a difference. No other 3 party site could connect with me more than 30 mg down with a consistent 6mg up. Starting in October 10 until now I have opened several tickets with Comcast tech support and had two techs come out to my home as well as escalated up to a supervisor with no resolution.

I will list out the tickets and contacts below.

Comcast:

chris

100mbs

5mbs

No problems with cable modem diagnostics

ticket No# CR648841990

Tried troubleshooting my connection and modem before saying that he need to escalated my ticket. He said someone would call me back in a day or so but they never did.

I called back in later and found out my ticket was closed and had to start the whole process over again.

Jusan

855-484-1453

CR648855702

Needed to reach tier 2

She tried troubleshooting my line several times and reset my modem before sending me to tier 2

and the disconnecting my line coverage and recording measures condi-

Jay John S CR648940209 Stated he was tier 2 and tried the same troubleshooting as previous with no soultion other than suggestingthat I swap out my modem.

11/08/2016

Extension:3092849 - Vina

CR649290543

Insisted that my internet speeds were determined by a bad boot file in my modem and persuaded me to have her send a tech

to my home with their modem/router.

11/09/2016

Tech - Juanton

Job#3589647

He changed out my modem with a comcast approved model after stating nothing was wrong with my modem or the line coming into my home.

11/14/2016

ken - Supervisor (Manager)

855-484-1453 X3092843

CR648855702

Stated he had to send another tech to my home based on what he saw on the server. He was unable to assist further himself.

Tech - John

202-527-1092

Job#3589647

Came to my home and stated the connect and modem are good.

He can do nothing further and recommends escalated to a supervisor for assistance.

Supervisor: Thomas Tripline

571-302-6336

Never called me back with a solution nor returned my phone calls regarding my calls regarding my ticket

I have had a long and painful month of at least a full weeks worth of my time put in phone calls or waiting for techs to come to my home

with no solution to my problem. I have received a wall of either a lack of understanding the signification of my problem

or lack of capability to fix the problem from Comcast. I would hate to think that one of the nations largest service providers

is this irresponsible or incapable of managing their network and support staff and to provide such poor service.

I am reaching out you because I believe Comcast whether willing or unknowingly is not providing advertised service

and is interfering with interstate commerce (Netflix,Amazon). I have installed a traffic shaping probe on my network for the last 3 weeks

and I can show that my traffic has never reached above 40 mgs at best and I can show evidence of traffic shaping on multimedia services.

Please assist me with this matter as for I have nowhere else to turn and Comcast has simply stopped communicating. Please let me know if

there is anything further you need from me at the provided contact information.

Regards,



Ticket: # 1324204 - Comcast throttling our internet

Date: 11/21/2016 7:42:33 PM

City/State/Zip: Tequesta, Florida 33469 Company Complaining About: Comcast

Description

i'm only getting 1 mbps at certain times around 6pm. My parents pay for way more mbps second than

1 mbps. It is ANNOYING NOT GETTING WHAT YOU PAY FOR!!!! DO SOMETHING

FCC!!!!!!!!!!!!

Ticket: # 1324225 - Slowwwww internet reception

Date: 11/21/2016 8:03:30 PM

City/State/Zip: Chicago, Illinois 60632 Company Complaining About: T Mobile

Description

From 4:00 pm to 7:00pm I get PRACTICALLY ZERO SPEED on my t mobile service.

I honestly believe they are throttling down the service.

It happens every frikken day.

Why am I paying for no service for 93 hours per month?

Over 1000 hours per year ?

Ticket: # 1324417 - Slow Internet

Date: 11/21/2016 11:16:28 PM

City/State/Zip: Saint Louis, Missouri 63139 Company Complaining About: Charter

Description

Wireless internet is incredibly slow. Spent an hour and a half with customer service only for them to tell me basically "that's life." They said that there was nothing they could do and gave unrealistic alternatives to solve the problem. This has been an ongoing issue for the past 6+ months and the feeling I'm left with is that I can either accept the subpar product they are giving me or cancel the service (which is not an option at the address where I currently live). I was also informed that I would have to pay for a technician to come out and look at the internet speeds if that was the road i chose to take.

Another issue was the overall service on the call. I was bounced between five people/departments and had to recount my issue every time. I was often bounced back to the department that had just transferred me and then had to recount my issue to a completely different person. It almost seemed like a war of attrition and a tactic that Charter uses to drive you to either hang up (because of the abnormally long hold times) or to loose your temper because of the general ineptitude of the customer service representatives.

Overall the most frustrating thing is that often times as the consumer you are completely powerless, especially against companies that have a monopoly on the market. I'll be surprised if anything comes from this complaint, but hopefully there are still avenues available to honest consumers who want their voices heard.

Ticket: # 1324631 - Frontier DSL drops and slow speeds

Date: 11/22/2016 9:55:43 AM

City/State/Zip: Scottsville, New York 14546

Company Complaining About: Frontier Communications

Description

Frontier DSL drops and slow speeds. Substandard speeds I'm paying for 6 Mbps and routinely running under 3.6 Mbps with no service randomly.

Ticket: # 1324681 - AT&T internet not working properly

Date: 11/22/2016 10:35:40 AM

City/State/Zip: Stoughton, Wisconsin 53589

Company Complaining About: AT&T

Description

Description

We are paying for an internet service we are not getting. I'm paying for a 2 Mbps service but we only get about .94 or .96 instead. I'm told they will send a tech but no one shows up without any notification. I'm told we can get hookup to a box across the street but the techs never show up. I have been talking to a supervisor (Ron Bailey 608-320-0688) who says he is waiting something and he will call me back but that never happens. This has been going on for over 2 months now. I need my service to work properly.

Ticket: # 1324906 - Internet speeds after TWC merger and new company Spectrum

Date: 11/22/2016 12:38:10 PM

City/State/Zip: Garland, Texas 75044

Company Complaining About: Time Warner

Description

Hi

I would like the FCC to conduct regular (atleast 100 to 200 tests every day perhaps automated at various locations) spot checks for internet speeds for ALL service providers. After the TWC merger, the download speeds that I am receiving are less than half of the internet speeds for which I am paying for. My routers, cable modems are latest and I have done extensive tests on my network at various times and using various configurations.

There is a problem and I want FCC to please enforce these issues "as strict as possible" or completely deny merger requests AND also break up these monopolies until the "advertised speeds match the actual provided service speeds". This is a fundamental business issue. The internet speeds and prices are a travesty for an advanced developed country. In fact, it is downright tragic when compared to other countries.

I would like the FCC to atleast "enforce the basic business rule that customers should ONLY be charged for the service provided and the advertising should be truthful". If the service providers cannot provide the advertised speeds due to network issues (almost all service providers try to avoid investment in network upgrades to save on CAPEX), FCC should force the service providers to "charge only the prices for the appropriate speeds" provided in their networks. It is unconscionable to allow service providers to charge customers for a service level which is "absolutely not provided". The customers should either be able to save on their bills (if the company cannot provide the service speeds) or get the speeds for which they are paying for. Even this most basic business logic is not being enforced by FCC.

Ticket: # 1325004 - Bait and switch package deal

Date: 11/22/2016 1:34:02 PM

City/State/Zip: Verona, Pennsylvania 15147-1543

Company Complaining About: Verizon

Description

After searching the internet for cable package deals I saw one from Verizon and I got a mail insert with a bundle package also. I called and spoke to an agent and specified the four channels that I wanted included in the bundle after I was told that I could upgrade for those channels for an additional \$6.00 and agreed. After the installation on 06/30/16 later that day I check to make sure I had the additional channels that I was told I'd get after paying for them, I did not have them. I called Verizon to address this issue and was given the run around. I spoke to a number of people trying to get this resolved to no avail and I decided to contact the Attorney Generals Office after doing so I get messages through my e-mail address asking me to contact Verizon I did that and was told the matter would be taken care of as of this day since 06/30/16 this issue has still not been resolved. I also do not have the promised internet speed that was to accompany this package deal that I was suppose to get.

Ticket: # 1325131 - internet Date: 11/22/2016 2:31:32 PM

City/State/Zip: Mckean, Pennsylvania 16426-1650

Company Complaining About: Verizon

Description

I have been having issues with verizon for the past year and the same problem is happening. all i wanted was a 200 credit to my account n they said they can't do that, the tech that keeps coming out to my house is a male pig, treating women like they don't know what they are talking about, nothing is being done to fix the problem n its not on my end its on theirs, only to have my cases opened n closed so i cant get credit for the issue after its been a year.

Ticket: # 1325196 - Internet Speeds

Date: 11/22/2016 3:04:08 PM

City/State/Zip: Indianapolis, Indiana 46241 Company Complaining About: Comcast

Description

I pay over \$70.00 per month for internet, which is supposed to be in the range of 48Mbps - 75Mbps. I only connect one device at a time, and my download speeds are consistently 12 - 30 Mbps. The connection is also unreliable. Meaning that it fluctuates randomly. Customer service is a waste of time. Valuable time in excess of 40 mins. per call. As always, I feel like I am being ripped off when doing business with Comcast.

Ticket: # 1325234 - Internet Throttling

Date: 11/22/2016 3:25:39 PM

City/State/Zip: Tarawa Terrace, North Carolina 28543

Company Complaining About: Charter

Description

Internet will be throttled to less than 100th of what is advertised, and it only get mildly better after contacting their "tech" support where it'll go up to the advertised speeds for around 12 hours, then back down.

Ticket: # 1325238 - Optimum Online cannot deliver 300mbps down like advertised.

Refuse to release Phone number

Date: 11/22/2016 3:27:29 PM

City/State/Zip: Yonkers, New York 10705

Company Complaining About: Optimum Online / Cablevision

Description

Hi there, Last month in October Optimum Online (Cablevision/Altice) released an Ultra 200 and Ultra 300 package. I upgraded to the Ultra 300 package as a previous Ultra 100 customer.

The ultra 300 package is suppose to include speeds up to 300mbps down and 35mpbs up. Optimum Online has failed to provide these speeds and continues to ignore the issue.

After 6 techs visited my house and 3 of them refered the issue to engineering there has been little contact between me and Optimum Online and the little contact has no information. After one tech visit on the first week of November my internet package was downgraded to their most basic package with ZERO notice. Optimum has no answer to why this was done but upgraded me back to Ultra 300.

Various users on DSLReports within the Optimum Online section have also reported the same issues of Optimum incapable of delivering 300mbps down in neighborhoods but continuing to advertise such services.

Ontop of which, After 1 month of constant service calls and phone calls due to lack of the services I purchase I have decided to make the switch to Verizon Fios. Optimum continues to tell Verizon that my account number is invalid.

Attached is the most recent work order for Optimum I've received that includes previous work order history.

DSL Reports (b) (6)

Ticket: # 1325332 - Slow Internet

Date: 11/22/2016 4:06:11 PM

City/State/Zip: Burlington, Iowa 52601

Company Complaining About: Centurylink

Description

I have Century Link in a bundle with Direct TV since I bought my house in June. My Direct TV works great but the internet is unbearably slow. I have called multiple times and they stated they increased my internet speed. When tested it went from 1.0 to 1.8.

Ticket: # 1325382 - Not getting speeds I am paying for

Date: 11/22/2016 4:31:27 PM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: AT&T

Description

Not getting speeds I am paying for with Uverse...

Ticket: # 1325410 - Comcast misinformation in response to prior FCC complaint

Date: 11/22/2016 4:47:27 PM

City/State/Zip: Belmont, California 94002 Company Complaining About: Comcast

Description

Description

Hi, I'm responding about Comcast's response to complaint (FCC IC File Number) 1245197. Comcast alleged that all attempts to contact me "were unsuccessful". This is not the case. I did speak to an agent (Executive Customer Relations representative) over there who helped me through a subset of the issues I complained about. That agent also told me to notify the other agent (Customer Security Assurance technician) that I had already talked to him. So both attempts were successful.

I want to add to my complaint that franchise agreements with cities gives companies like comcast a monopoly over cable-broadband internet, and such a practice should be made illegal. Its not the city's (or any government's) business to choose monopolies. There is obvious market manipulation and corruption going on with relation to cable companies like Comcast, and that needs to be investigated.

Ticket: # 1325904 - Cable, Phone, Internet

Date: 11/22/2016 11:02:01 PM

City/State/Zip: Chicago, Illinois 60649 Company Complaining About: Comcast

Description

I switched over my service from AT&T who I was with for over 3 years to get Comcast and I was told that I had 60 days at the time of signing up before I had the chance to enter into a contract. I was automatically charged for the months of a contract . I only had Comcast for 2 months before they cut the service off. I thought that I still had time to cancel before I was billed because when I talked to the representative, she told me that at the time, there was a 60 day window until I had to cancel my service. My services was cut off before the due date of the 60 day window from when I spoke with the representative. I eventually spoke to a representative that was rude and not helpful at all. I switched over from my internet provider to deal with this nonsense. I currently work with the federal government at the VA Medical Center and I would never handle a situation as they did today. I have been overcharged and as I have learned, there have been so many other people that have been overcharged as well and this is not fair to people at all. We work hard for our money and should not be taken advantage of. One reason that I decided not to keep the service because the internet kept going in and out and it did not seem to be the best speed of internet compared to using AT&T services. I am sorry that I ever lost AT&T and I will never go to another provider again. I definitely will not recommend any of my co-workers or friends to ever sign up with comcast ever in my life.

(b) (6)

Ticket: # 1325956 - Ultra slow Internet connection.

Date: 11/22/2016 11:57:42 PM

City/State/Zip: Lancaster, South Carolina 29720

Company Complaining About: Comporium Communication

Description

I pay for 7 mgps and get only 2. Comporium Communications tells me they can't do anything about it because I live in the sticks. They said if I'm not happy I am free to go somewhere else. Problem is, they have a monopoly where I live. I could use Dish but reliability is an issue with weather conditions. I am a physician and need to use Internet for electronic medical records and it is slow as it gets.

Ticket: # 1325965 - Windstream harassment and noncompliance

Date: 11/23/2016 12:26:22 AM

City/State/Zip: Harmony, Minnesota 55939

Company Complaining About: Windstream Communications

Description

Not providing a service, refusing to port (came up with excuses such as a pin #) and then billing me AFTER I switched to a different ISP when it became available. They misrepresented their speeds and forced us to pay for a service that was not reliable at all and very slow. I am deaf and when I lived in a rural area, it required me to make use of the internet to communicate effectively and finish my university studies. I had to retake a class in Dec of 2013 because the internet REQUIRED failed during a final exam due to latency issues. This cost me nearly \$1000. (Big 10 schools aren't cheap) Customer service stated in an email that it was because I lived in "an area of high congestion" which is 100% untrue. I lived in rural lowa with low rates of congestion. The Windstream tech knew about their issues and the fact that they oversold their bandwidth and flat out told me that they were told to "just replace the modems and play with the box outside." He also admitted that they "were probably going to lose all their customers to Omnitel when they arrived with the fiber optic network, and that is exactly what happened. My mother-in-law on the other side of the state in western lowa. She is in her 60s and has to pay for poor service by Windstream as well. She cannot even use her expensive internet for Netflix/Hulu or any similar application. I do not owe them money for service I did not receive and they are trying to bill me for the months in which I was NOT a windstream customer. Terrible service, terrible communication and many unkept promises. I had to take a day off work because I am deaf and needed someone to help me on the phone to discuss an issue and the fact that I wanted to be unbundled from another product. What happens 2-3 months later? Windstream had no knowledge of such a conversation taking place. Ridiculous!!!!! I was also accused of not being deaf-do they need an audiogram as well?? Now they're harassing me with various collection agencies that utilize automated robocalls that aren't compliant with my TTY system. I've also been hung up on by these collectors. Windstream has cost me thousands trying to collect a \$297 bill that they aren't owed. They say they will wipe out the bill due to performance issues, yet it never goes away or is noted in the file. Just a bad company to business with all around. Zero communication at all within different people in the company, leading to the same issues arising in the future with no resolution. I live in a different state now and I haven't been a customer for 3 years now and the difference is night and day between Windstream and the other ISPs I've dealt with.

Ticket: # 1326094 - Frontier Communications

Date: 11/23/2016 10:24:50 AM

City/State/Zip: Angola, Indiana 46703

Company Complaining About: Frontier Communications

Description

Little to no available internet. Numerous calls made for technical service along with physical visits and new equipment. No sustained improvement in service quality. Latest service call seemed to help but now I have no internet NOR phone service. Not getting what I am being charged for on a monthly basis.

Ticket: # 1326197 - Hughesnet did not perform as advertised

Date: 11/23/2016 11:33:25 AM

City/State/Zip: Spencerville, Indiana 46788 Company Complaining About: Hughes Net

Description

In June we signed up for satellite internet service through Hughesnet at our new home, then weren't able to move into our home until September. When we finally tried to use our internet, nothing worked as advertised: connection slow, couldn't watch streaming movie, monthly data allowance disappeared in a few days, spent endless hours talking to tech support on the phone. We never could watch a movie and finally cancelled our service. We never did receive ANY use from this service and now they want over \$300 early termination fee. We were taken advantage of and need help.

Ticket: # 1326321 - Not receiving speed paid for

Date: 11/23/2016 12:43:45 PM

City/State/Zip: Apple Valley, California 92308

Company Complaining About: Frontier Communications

Description

Long time customer with Verizon and was receiving / paying for 15mbps DSL internet speed. Once Frontier took over service my bill still states I'm paying for 15mbps but we only get 6.5mbps. I have complained before and nothing has been done.

Ticket: # 1326771 - Throttling Data

Date: 11/23/2016 4:46:39 PM

City/State/Zip: Birmingham, Alabama 35214 Company Complaining About: T Mobile

Description

I keep getting text messages from my data provider - Wal-Mart Family Mobile powered by T-Mobile - that I have hit my data speed usage for the month. I am currently at 10 GB on my account and it has been 12 days since I raised my limit to 10 GB. It went into affect on 11/11. How could I have possibly hit my limit already? My solution to hitting my limit was to raise my data speed from 5 GB to 10 GB. Prior to this I had 5 GB speed but when I would get text messages, it would state my 3 GB allotment. I've never had 3 GB and this should be unlimited per my plan so why do I have a limit and how do I reach it so fast?

Ticket: # 1326849 - Internet connectivity

Date: 11/23/2016 5:22:38 PM

City/State/Zip: Prosper, Texas 75078

Company Complaining About: Direct Path

Description

We live in an apartment complex that has very few options for Internet and cable and phone, they were formally called the mansions but they were sold and now they are called the lakes of Orion, they were the only apartments in Prosper ISD at the time. We are supposed to be getting min. Of 40 MBPS, every time we run a speed test were somewhere around 1.5 and that is if we can even connect to the Internet at all! The company's name is direct path, we have called about 10-20 times each month, we have stopped paying the bill because at this point with the credits they owe us and have promised us they owe us money. We have asked to be contacted by a senior member of management and each time were promised a call within 24-48 hours, we have yet to receive a call. Most of the time when we call were told that before they will send someone out we have to pay the bill, they say the exact same thing every single time, they're obviously reading from a script, we explain we were given credits and they say ok I see that but they will be reflected in 2 billing cycles, and yet we have still we have not seen one penny in credits. Most of the time the entire network were told is down, right this very minute we have zero Internet and havnt had any service in over a week, the representative told my husband someone would be here today between 8am - 12pm today, it's 2:22 and no one has arrive or even called to report a delay, they sent someone out on 9/23/16, the e tech it was something wrong in the substation and still the problems persist! This company is a sham, all there is, is a call center over seas, I'm trying to secure a work from home position with my company and in addition I'm a realtor, if my company does a speed check and finds 1.5 mbs I will loose the opportunity and in turn loose about 20,000.00 a year in additional income not to mention the clients I will loose if I'm unable to connect to the Internet when my clients call, they will most certainly call some else who can! We have called and called and called this is about the 4 th or 5 th time in a year their whole network has been down for 3-10 days, please can you help us! Not only is this situation unacceptable it is also costing us money because we're using our cellular data when we could and should be using wifi! Your prompt attention to this situation would be most appreciated. Thank you

Ticket: # 1326964 - Internet cable damaged been hooked up to neighbor for 6 months

Date: 11/23/2016 7:03:39 PM

City/State/Zip: Saint Charles, Illinois 60175 Company Complaining About: Comcast

Description

A construction company broke our internet cable to the house on 6-3-16. Comcast did not want to fix cable, until construction was completed. They hooked us up to the neighbors cable. Construction completed in August. We have contacted them 10x to correct problem and give us a new cable. They send a van and state they can not reach pole. I have called and asked for a bucket truck. Still not fixed. Was given a supervisor cell number. Never answer and never returns my voicemails.

Ticket: # 1327212 - slow internet

Date: 11/24/2016 1:49:25 AM

City/State/Zip: Shenandoah Junction, West Virginia 25442

Company Complaining About: Comcast

Description

I am paying for BLAST 150mbps and consistently getting less than 20mbps downloads. this evening it was it was down to 4.92 mbps download and 1.19 mbps upload.

Ticket: # 1327251 - fraud Date: 11/24/2016 4:27:58 AM

City/State/Zip: Las Vegas, Nevada 89144 Company Complaining About: Cox

Description

about a yea ago,i connected cox communications about problems with my internet speed,they came out and checked my connection,and admitted that they didnt give me the proper speed,for the previous 3years over their faulty equipment,and then 4mos ago,they informed me to buy a new modem and purchase higher modem/intenet speeds,however i have received slower intenet speeds than previous and speeds not even close to the 50mps they promised...as low as 1mps or slower.....i called 3times to address the problem and they said to contact my new modem company or try changing channels....since they are the only cable internet provider in las vegas,i feel deceived and defrauded over these false promises,and lies time and time again,your help would be appreciated.sincerely (b) (6)

Ticket: # 1327279 - Internet speed touted by Time Warner

Date: 11/24/2016 6:01:31 AM

City/State/Zip: Overland Park, Kansas 66212 Company Complaining About: Time Warner

Description

I am paying for 300mb speed from Time Warner; however, I am getting around 30mb. When I addressed this issue I was told that that speed was not possible with a wireless system. At no time was i told or in the information that the speed I was paying for was not possible with wireless system. I think thousands of people pay for 100mb or 300mb and have a wireless system that prevents them for obtaining that speed.

Ticket: # 1327366 - False advertising/speed limiting bellow plan

Date: 11/24/2016 12:56:51 PM

City/State/Zip: Wichita Falls, Texas 76306 Company Complaining About: Time Warner

Description

I upgraded to spectrum's new "spectrum internet" which offers 60 Mbps in my area according to their website. yet i am hard limited to 30 Mbps. technicians and costumer account reps have all confirmed it's a known issue in the Wichita Falls area only. I have been occasionally been given the excuse that they offer "up to" those speeds. however this clause typically pertains to network congestion. Technicians have verified that i am coded to receive ONLY a maximum speed of 30 Mbps. Upon contacting the company they did offer me a free month of service but did not fix either their advertising nor their speed.

Ticket: # 1327421 - Windstream *CONSISTENTLY* Unable to Deliver Advertised

Speeds

Date: 11/24/2016 2:55:47 PM

City/State/Zip: Sweeny, Texas 77480

Company Complaining About: Windstream Communications

Description

Windstream claims to offer 10-12mbps DSL in my area but rarely do the actual speeds exceed 3-5mbps and I'd estimate half the time my speeds are even lower than 1mbps. This is unacceptable. If I bought a shirt at Target I don't expect to only get the sleeve. If I buy a #2 at Mcdonalds I don't expect to just get 4 fries and a piece of lettuce on a bun.

I have called Windstream support at least 30-40 times to complain and ask them to improve the lines or install a booster, basically whatever possible to deliver the service they advertise and I pay \$80 a month for.

Now consider this: In my house in Austin I pay \$40 a month for 100-300mbps but at my parents place in our small town everyone pays \$70-\$100 for this trickle of internet.

Support has repeatedly said it was my fault or my computers fault but unfortunately tech is my business so I know that my setup is optimized. They've sent a new modem/router several times but no luck; They've sent out repair guys who are really nice but will openly tell you that the service is garbage and the infrastructure needs to be improved.

On top of all this they allowed my parents to continue paying \$90+ for this garbage service until I called to complain and they finally dropped it to \$70 simply because I asked.

Windstream is an absolute fraud/scam/ripoff and should be brought to justice. If they can do this why can't I just start selling pocket change to people at a %1000 markup and call it magic or blessed??

Please make this company deliver what they are promising. At the moment they are financially raping our entire town and laughing about it when we call to complain.

Ticket: # 1327460 - Slow Internet

Date: 11/24/2016 4:22:10 PM

City/State/Zip: Loganton, Pennsylvania 17747

Company Complaining About: Tds

Description

I am paying for 1.5MBps internet, but I am only getting 0.08Mbps, I have never received close to the speeds I pay for. I have had a TDS representative out here and they tell me they are unable to provide the speed I pay for, but will not reduce my bill either.

I cannot access my TDS account, they lock me out every month. Customer support is never on, you can't get anyone by phone.

Ticket: # 1327520 - ATT Fiber Internet

Date: 11/24/2016 7:18:26 PM

City/State/Zip: Fletcher, North Carolina 28732

Company Complaining About: AT&T

Description

Internet speeds not meeting the threshold of 600mbps. Had 3 techs out none have fixed the issue or have had it escalated. 1st tech spent all day on tech support who balanced the card and got the advertised speed which lasted about 2 weeks. Called today and all they could do was schedule another appointment. Service has been intermittent for the 24 days total I have had the service. Has not stayed stable for more than 3 days at a time. Run speed test on ATT speedtest and get 30 mbps and 700 up. This issue has been going on for the entire time I have had the service. The last tech called and stated there was nothing he could do. I have been told the card needed replaced that is providing service to 11 customers in this neighborhood. 6 of them had fiber. 2 were completely down with no service and the rest of us all have the same issues, intermittent service, speed issues, and lag on TV service. The 2nd tech replaced my Modem/Gateway and DVR and the issue stills persists. This is becoming a hassle.

Ticket: # 1327623 - unresolved internet service problem

Date: 11/24/2016 11:16:03 PM **City/State/Zip:** Logan, Ohio 43138

Company Complaining About: Frontier Communications

Description

Called 11/22/16 and reported that our internet service is not what it should be and that our DSL #2 light is red. After 25 minutes on the phone and being put on hold by customer service rep I finally requested a service ticket be opened. I was told someone would arrive by December 1st. On 11/24/16 7:07pm a message was left on my phone that they had resolved the problem was resolved and they were closing the ticket. When we returned from family Thanksgiving the red light is still on and the internet speed is less than half of what we are paying for. I called once again and was once again treated poorly by customer service rep. When I asked if the ticket had been closed I was told yes. When I asked for the ticket to be reopened I was once again treated poorly. When I felt that I was not going to get a service ticket issued or any resolution with the service rep I ended the phone call.

Ticket: # 1327851 - TDS Telecom Slow internet

Date: 11/25/2016 1:07:35 PM

City/State/Zip: Lyndeborough, New Hampshire 03082

Company Complaining About: Tds

Description

I have had TDS Telecome for many years and have been dealing with extremely slow speeds. I was paying for 15 MBPS for a few years but got a quarter of that speed most of the time. I dropped my plan to try and save money as why pay that price if I wasn't getting the speeds advertised. I have complained many times and they have no plans on improving the service even though they admit the node that DSL goes thru is over capacity. I now pay for 5 Mbps an just a few days ago i was getting speeds of 463.2 kbps download with 49.8 kpbs upload.

Ticket: # 1327924 - Overselling available bandwidth

Date: 11/25/2016 2:27:01 PM

City/State/Zip: Wayne, Oklahoma 73095

Company Complaining About: Windstream Communications

Description

I am paying for 6Mbps DSL from Windstream and at times have only 56k dialup speed. After numerous calls to customer service and having techs come out to check their equipment, all of them end up saying that "network congestion" is the problem and that they can not help me. Why is a company allowed to do this? If their infrastructure will only support 100 customers in a given area why are they allowed to see the service to 500 customers? We all end up paying for a service the company does not and can not provide, and there appears to be no oversight at all.

Ticket: # 1328356 - Comcast not delivering proper bandwidth

Date: 11/25/2016 9:41:14 PM

City/State/Zip: West Lafayette, Indiana 47906 Company Complaining About: Comcast

Description

I have been having severe issues with the bandwidth provided by Comcast. We pay for 50 down and regularly receive less than 5. We do occasionally receive the proper bandwidth, but less and less often. We call and they reset some things and it goes up temporarily but declines quickly. I have called in between 5-6 times because of this and no permanent fix have been created they just reply that our low bandwidth isn't their fault. I purchased a \$250 router and cable modem combo so I have the latest tech in place. So I know that it isn't on our end. I have received no communication as to when the issue will be resolved even though they know of the continuing issue.

Ticket: # 1328368 - Sold an Internet service that wasn't delivered

Date: 11/25/2016 10:03:01 PM

City/State/Zip: Monterey, California 93940 Company Complaining About: AT&T

Description

In November of 2015, after using AT&T's 12 MB speed Internet service and being unhappy with performance which usually registered less that 10 MB, I was sold the 18 MB speed and subsequently paid an increased monthly fee. After performing numerous speed tests I couldn't get anything better than 13.5 MB, I spent significant time on the phone with AT&T who agreed to send a technician out the next day. He tested my signal and informed me that it was not possible to deliver 18 MB of speed because the server that provides signal to my neighborhood is old and not capable of delivering a faster speed. He recommended I downgrade the speed to 12 MB and save some money. Why did AT&T sell me this service when they should have known they couldn't deliver it? I spent an additional 5 hours on the phone over 3 calls to get a credit for the service they billed and didn't deliver, all I was offered was \$52 which does not adequately compensate me. Additionally, from September 3, 2016 they started billing me for a modem rental on the unit I purchased 2 years ago, I had to threaten to cancel service before they agreed to stop charging me this erroneous fee.

Ticket: # 1328627 - Windstream Internet

Date: 11/26/2016 11:40:00 AM

City/State/Zip: Campbellsville, Kentucky 42718

Company Complaining About: Windstream Communications

Description

Hello, we would like to take a moment and present a issue we have with our Internet speed we pay for with Windstream but never receive. We've been paying 49.99 a month for 3 megabits per second for years and don't receive what we pay for. When we run speed tests we don't even get 1 megabit. We've contacted Windstream countless of times and they said that's the best we are going to get because their equipment doesn't support our area. When mentioning why do we pay for a service that they don't provide they say that the price we pay is cheaper than the lower megabits. They advertise 3 megabits but don't provide it to us in the Taylor county area, there are several families in our community that also experience the same frustration. Thank you.

Ticket: # 1328662 - Spectrum/Time Warner Internet

Date: 11/26/2016 12:19:12 PM

City/State/Zip: Austin, Texas 78751

Company Complaining About: Time Warner

Description

Over the last week the internet that I'm paying good money for has been ridiculously slow. Youtube videos taking 30+ seconds to start playing, constant buffering problems while streaming videos/music. I contacted them and they said they're not seeing any problems, but it's been widely reported in the austin area.

see here:

(b) (6)

Ticket: # 1328664 - Poor Internet Service

Date: 11/26/2016 12:20:42 PM

City/State/Zip: Austin, Texas 78745

Company Complaining About: Time Warner

Description

I currently subscribe to Time Warner Cable, now Spectrum, and service has been consistently poor. We pay for 300mbps and consistently get less than 20mbps. I've verified this is not an equipment problem, as the equipment has functioned fine in other areas with the exact same network configuration. This is clearly an infrastructure problem. Spectrum/Time Warner is clearly happy to take my money for a service they offer and charge a premium for, but clearly cannot provide. Thank you for addressing this issue with any means possible.

Ticket: # 1328672 - Not receiving services I am paying for

Date: 11/26/2016 12:26:16 PM **City/State/Zip:** Austin, Texas 78701

Company Complaining About: Time Warner

Description

I have not once received the service I am paying for. I signed up for 100 Mbps speeds and every speed test I've done gives me at most 10 Mbps.

On top of that, the service is interrupted once a week. It's frustrating there are so little options and I hear the same complaints from the competitors customers.

Ticket: # 1328810 - slow internet

Date: 11/26/2016 3:14:58 PM

City/State/Zip: South Bend, Washington 98586 Company Complaining About: Centurylink

Description

We have no option but slow internet in our area, South Bend, WA) and can only hope to attain 1.5 mbps by Century Link. (it was advertised as "blazing fast', but after my first complaint I was told that the only promised speed via contract is 1.5) When I do a speed test via FCC website @ Speedtest.net, it always comes in below that, sometimes at less than .5 mbps, often at 1.1 - 1.3 mbps, never at 1.4 or above. When it's been terribly slow and I've called to complain, they ping my line and say it's running at 1.5 mbps as promised, even though it just tested via independent website at far below.

Ticket: # 1328813 - Re: Re: Re: Re: Slow Speeds

Date: 11/26/2016 3:17:15 PM

City/State/Zip: Lafayette, New York 13084 Company Complaining About: Dish Network

Description

This is a follow-up to your previous request #1325682 "Re: Re: Re: Slow Speeds" and to

1325682 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

WHAT THE IS WRONG WITH YOU PEOPLE, KEEP CLOSING MY CASE OUT ,,, YOU ALL NEED TO GET YOUR HEADS OUT OF YOUR, CLOSE THIS CASE OUT AND I WILL TAKE LEAGLE ACTION AGAINST YOU ,, WHAT THE BLANK MY TAXES PAY YOU TO DO NOTHING ,,,THAT IS GOING TO STOP RIGHT NOW ,,,,, I AM REPORTING YOU TO THE INSPECTOR GENERAL , AND GOING TO CONTACT CONGRESS IN REGUARDS TO THIS MATTER , AND YOU KNOW WHY I AM PIST ,,, YOU KEEP CLOSING MY CASE OUT , AND NOT DOING A THING TO GET DISH TO MAKE THINGS RIGHT WITH THE CONSUMER ,,, YOU ALL NEED TO GET FIRED AND A WHOLE NEW STAFF IN THEIR , PEOPLE WHO ARE GOING TO DO THEIR JOBS WHAT IS WRONG WITH YOU PEOPLE, AND CALLING YOU PEOPLE IS BEING NICE, YOU ARE CRIMANALS STEALING FROM THE TAX PAYERS, AND I AM CONTACTING ALL THE TV NEWS STATIONS AND LET THEM KNOW WHAT YOU ARE DOING WITH TAX PAYERS MONEY , CONTACTING ABC NEWS , NBC NEWS , AND 20/20, AND 48 HOURS NEWS INVESTAGATION , , I AM GOING TO GET YOU EXPOSED AS THE CRIMINALS THAT YOU ARE.

WHY DO YOU ASK FOR A PHONE NUMBER YOU ALL DO NOT KNOW HOW TO USE A PHONE, I HAVE REQUESTED A PHONE CALL BACK BY THE HEAD MANGER A MILLION TIMES, GUES WHAT, I NEVER GOT A SINGLE PHONE CALL NEVER EVER, AGAIN WASTING TAX PAYERS MONEY,

Ticket: # 1328922 - Comcase - Constant outages for the last several months

Date: 11/26/2016 5:47:50 PM

City/State/Zip: Cockeysville, Maryland 21030 Company Complaining About: Comcast

Description

Please actually do something about the shady business practices of Comcast. I filed a complaint last year after months of dealing with their awful customer service. The previous complaint was about our service going down constantly and after numerous horrible customer service experiences and a technician replacing the line at our house, they could not fix. After filing the complaint, our internet was fine until the past couple of months. You didn't do anything about it then, but they are certainly doing something illegal. Why else would filing a complaint with the regulatory body that's SUPPOSED to keep them in line finally fix the problem? Because they are purposely doing something to throttle internet speeds for whatever reason.

Well after a year of pretty good service, it is back to it's old constantly down self. Every day it goes down for some length of time. I've attempted to deal with their terrible customer service several times with no luck. I'm done with it. Investigate this for real and force them to fix the problem, please. I beg you.

And Comcast, hopefully this second complaint will give us another year of moderately acceptable service from you.

Thanks.

Ticket: # 1329115 - Throttling
Date: 11/26/2016 10:08:07 PM
City/State/Zip: Wylie, Texas 75098

Company Complaining About: Frontier Communications

Description

I suspect throttling. It is a recent change. I have 25MBPS up/down, yet slingtv on hardwire ethernet is throttled to less than 1MBPS. I even check bandwidth using speedtest.net at yhe same time and it results in approximately 25MBPS up and down.

Ticket: # 1329172 - Cox Communications Throttling Internet - Damaging My Home

Business

Date: 11/27/2016 12:30:37 AM

City/State/Zip: Bella Vista, Arkansas 72714

Company Complaining About: Cox

Description

I run a home business that post content to YouTube. The ad revenue is significant for my family. Cox Communications sells me a plan for 300 Mbps download with 30 Mbps upload. Although a speed test shows I receive that, reality is quite different. My speed is throttled to below 5 Mbps on YouTube and Twitch which are key to my business. I have had to cancel live events and my uploads can take up to 12 hours (should be about 30 minutes). I have had no less than 6 visits from a Cox technician. They lie to me when they say they will escalate the ticket and they close it. They won't respond and won't admit to throttling. I know they are though. I took the same computer at my home to a different access point not owned by Cox and my uploads worked as they should. The issue isn't YouTube or Twitch. It is Cox. They have either oversold their node and can't provide me the speed advertised or they are throttling my file uploads to keep traffic down. I have not hit any of their data limits either. I have lost hundreds of dollars upgrading equipment and paying Cox for premium service. They are misleading in their advertisements and offers of help.

Ticket: # 1329179 - Internet Issues

Date: 11/27/2016 12:58:41 AM

City/State/Zip: Ashford, Alabama 36301

Company Complaining About: Wow Cable Company

Description

Wow Cable Company hasn't monopolized my area of Alabama. The internet is sub-par and my family has many issues with it. We all live in different areas of Southeast Alabama, but we only have one company that provides cable and internet without buying a dish, which in some neighborhoods are not allowed. I have read up on 29 other reviews from locals in our area and they are all displeased with the performance. I'm only 18, but someone on the reviews suggested on making a complaint against this company. Overall the service is quality is terrible and we pay too much for our internet to be crashing 3 times a month.

Ticket: # 1329250 - Comcast Internet Speeds

Date: 11/27/2016 8:38:01 AM

City/State/Zip: Emeryville, California 94608 Company Complaining About: Comcast

Description

I am a current Comcast customer. I currently have a connection from Comcast, and was recently offered an upgrade on my Internet speed for a very reasonable price bump. I called Comcast and the person on the phone (who was very polite and professional) told me that she had put in the change (25 Mbps to 250 Mbps for an extra \$0.05/month - promotional rate for one year). However, I noticed that the Internet speed never changed. I called a second time and the person on the phone also said that they made the necessary changes to my account, but the new speed has not taken effect yet.

Ticket: # 1329294 - Incompetent, Poor and Unethical Service

Date: 11/27/2016 11:06:54 AM

City/State/Zip: Ferndale, Michigan 48220 Company Complaining About: Centurylink

Description

My parents have been a customer of Century Link for 25 years and for the last 4 years they have been having issues with services. They've called in over 50-60 times, reset the modem over 100 hundred times (on the phone with the techs) had technicians out to the house. Each time they've explained that they have had weak internet signal, cannot use the Smart TV apps installed, on demand or dvr shows keep pausing for buffering and now a new Roku player totally won't work because of slow speed. I just discovered that they have 40mbps and only 10 of it goes to their internet, I believe this to be part of the problem, but in 4 years not one person at Century Link has suggested increasing the internet speed to solve the issues. I think because they didn't offer anything faster (until recently). So either the company's technical support is severely incompetent or they have been lying to my parents about what this real issue is while all along they've been charging \$146 every month. I am furious with their unethical business practice. My parents are retired and know nothing about fiber optic tv or internet speed and they have trusted this company for 25 years, but I believe they have been taking advantage of my parents. I believe that are unable to support their needs and instead of telling my parents that they keep saying things like "It's your tv" or "it's your "Netflix" "It's your hdmi cable" they even sent someone out to "help" and all they did was replace hdmi cables. We need assistance dealing with this company and other than switching to a different provider, we are unsure what to do.

Ticket: # 1329534 - at&t constant throttle on my internet.

Date: 11/27/2016 5:00:25 PM

City/State/Zip: Hockley, Texas 77447 Company Complaining About: AT&T

Description

Paying to have decent internet but since I have had this internet I have had constant problems with at&t. Any time I try to browse the web now I can barely do that. Any time I have tried contacting them they go through the same "restart router" bs until they say they are gonna send a "boost" to my router. The so called "boost" never even works.

Ticket: # 1329603 - Inadequate speed and overcharging

Date: 11/27/2016 6:33:22 PM

City/State/Zip: Colorado Springs, Colorado 80915

Company Complaining About: Comcast

Description

recently Comcast was able to incur a penalty monthly charge for those of us above 1tb per month. After accepting their offer on a 200 mbps line I am no longer getting even close to advertised speeds. Currently my speed has been around 16mbps when the package I have is blast pro internet which is rated at 200 mbps. On top of this I have been getting consistent drop outs on internet connection

Ticket: # 1329783 - Ritter Communications

Date: 11/27/2016 10:42:10 PM

City/State/Zip: Munford, Tennessee 38058

Company Complaining About: Ritter Communications

Description

Ritter communications fails to meet their advertised internet speeds regularly, the connection is completely unreliable, their customer support refuses to help, and if you go to their own speed test website, you can't access it.

There are several people in my area that have the same issues, and Ritter Communications has not fixed the problems. In my household, we pay for a speed of 50Mbps download, and 10Mbps upload, and almost ALWAYS get significantly lower than that. Because of this company, I have lost my job, and can't even load the pages needed to apply for new ones.

Ticket: # 1329796 - Slow Internet Speeds

Date: 11/27/2016 11:07:04 PM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

It seems like my Internet connection might be getting throttled. We have gotten Internet speed scores of under ~3mbps which is intolerable.

Ticket: # 1329800 - not receiving the speeds I am paying for

Date: 11/27/2016 11:18:08 PM

City/State/Zip: Farmersville, Texas 75442

Company Complaining About: Rise Broadband

Description

I am paying for 20Mbps internet through Rise Broadband. Since February of 2016 I have not received a full 24 hours of service where I get anywhere close to these speeds. I contact tech support in regards to this and I get the run around then finally a "we will call you in a couple of days" only to not get a call after waiting over 2 weeks. I have escalated my concerns up to the corprate level once and to date still have not received a resolution to this issue, just a "we're working on it"

I have continued to pay my bill in full and yet the company still will not get the issue fixed.

Ticket: # 1329807 - Frontier Communications overcharging for internet.

Date: 11/27/2016 11:37:20 PM

City/State/Zip: Ottawa Lake, Michigan 49267

Company Complaining About: Frontier Communications

Description

Hello, I have been a Frontier customer for about 2 years now and am unsure how to get more internet speeds through them. They are the only company offered in my area and promise 5 to 6Mbps download, and mostly I am lucky to get 1Mbps. I pay nearly \$70 a month for this service and am unable to do anything about it. I have called and complained numerous times about it, and it may jump to around 2.5-3Mbps for a day or two and then drop right back down to 0.75-1Mbps.

Ticket: # 1329817 - Abysmal Service From Frontier

Date: 11/27/2016 11:50:47 PM

City/State/Zip: Gregory, Michigan 48137

Company Complaining About: Frontier Communications

Description

Ive had Frontier Internet in Gregory MI since the beginning of 2016 I ordered the 12MB service which was the highest they said they could sell me and this service every time I've run a speed test has been about 30% of the speed promised, in late October suddenly the service stopped working altogether and I've been without internet for approx 5 weeks, I called to complain and they did not respond in a timely manner to the problem, I called again threatened to report them to government agencies and they sent a new router but failed to turn that router on for 2 weeks all of this time charging me 80 dollars a month for internet that is always 30% of advertised speed and did not work at all for 5 weeks and were very poor in customer service and repair of issues. They are currently the only choice in my area even though Charter offers a cable line less than a half a mile away from my residence. I don't know if their switch went bad they don't have enough switches to properly service the area, honestly when I talked to them they seemed to not care at all if I had issues, they just want their money for providing no service I would like bill remedy and an investigation as to why I've been promised 12MB speed and have never received over 4MB speed in any speed test I've ever run, they are not treating customers fairly! I don't think anyone reading this would be happy with buying a speed and consistently only getting 30% of that speed!

Ticket: # 1329831 - Internet Service Interruption / Deceptive Practices

Date: 11/28/2016 12:09:43 AM

City/State/Zip: Saint Johns, Arizona 85936

Company Complaining About: Frontier Communications

Description

Internet service is constantly having issues in the area I reside. Internet functuonality is less than advertised speeds. Internet service currently is down in my area. It has been since before Thanksgiving. Company does not do anything about the infrastructure or outages.

Ticket: # 1329847 - Comcast's false advertising

Date: 11/28/2016 1:08:56 AM

City/State/Zip: Columbia, Maryland 21045 Company Complaining About: Comcast

Description

Hello,

I have been a customer with xfinity/comcast. I am consistently receiving less than 10% (20mgps) of my advertised speed (200 mpps). In fact, my speed is regularly less than 5% of advertised (less than 10mpps of 200mgps advertised). I have worked with customer service representatives, but the system that Comcast has created is one which limits customer's ability to reach any resolve or solution. I simply want the services that I pay for on a monthly basis.

Ticket: # 1329868 - Comcast internet data caps and slow speeds

Date: 11/28/2016 1:52:06 AM

City/State/Zip: Chicago, Illinois 60641 Company Complaining About: Comcast

Description

Hello.

I am complaining because Comcast has data caps. Can you imagine water caps or electricity caps or gas caps? I am also complaining about their absurdly slow speeds. See attached picture. The peak speed is useless to me as that is already one third of the advertised speed. The current speed has remained steady for half an hour while I talk to a comcast support analyst.

Ticket: # 1329943 - Internet Speeds 1/10th of what I pay for.

Date: 11/28/2016 8:52:02 AM

City/State/Zip: Williston, Florida 32696 Company Complaining About: Centurylink

Description

I pay for Centurylink Bonded internet service with 20Mbps down, 1.5 up. For the past six weeks the speed is reduced to around 2/3 Mbps down, 1.5 up after 6pm. I have called technical support and they state there is an issue in Port Saint Lucie that is affecting thousands, and they are working on it, but after 6 weeks it still is not fixed. I cannot watch any Youtube/Netflix without constant buffering when I get home from work. I want the issue fixed and to have my funds refunded for the amount of time it has taken I have attached a few examples of my speeds from my speedtest accounts.

Ticket: # 1330116 - Frontier Communications Complaint

Date: 11/28/2016 11:45:39 AM

City/State/Zip: Show Low, American Samoa 85901

Company Complaining About: Frontier Communications

Description

For the past three years I have have been experiencing issues with connectability, slower than advertised speed, equipment issues and billing issues.

Ticket: # 1330402 - intermittent/slow dsl - tech no show several times

Date: 11/28/2016 2:15:17 PM

City/State/Zip: Carmel Valley, California 93924

Company Complaining About: AT&T

Description

my AT&T dsl has been intermittent/ slow for about a year. AT&T acknowledges the problem, and has made several appointments to send a technician out to my house, but they never show up, or call to let me know they won't be there. I am extremely frustrated as there seems to be zero accountability for AT&T. I have lost several days of paid work waiting for a tech and they just don't show up. Is there anything I can do? Thank you for any help.

Ticket: # 1330682 - Re: Re: Coverage claim discrepancy

Date: 11/28/2016 4:15:37 PM

City/State/Zip: Needles, California 92363 Company Complaining About: T Mobile

Description

Description

Please stop closing this ticket. This case will not be solved by the carrier simply claiming they are "working" on the issue when their own support team tells me they are not. I just came back to clarify that I have now switched carriers, the change is in process. My final complaint is that contrary to their claims that they are "working" on the issues, the service has gotten even worse. So bad that I can't make phone calls or get ANY 4G connection in Needles, CA where their coverage map claims extended LTE. I often can't even make phone calls using Wi-Fi Calling because my device is "Not registered on network" with full bars and excellent wifi signal! And that's supposed to work on my land ISP! It's disconnecting me in the middle of phone calls! T-mobile's service is getting so unreliable it can't even use a landline internet connection properly!

I am not going to let this case close without official FCC action.

Ticket: # 1330753 - Fraudulent charges

Date: 11/28/2016 4:39:12 PM

City/State/Zip: Keystone Heights, Florida 32656

Company Complaining About: Fastnet

Description

Fastnet internet services charging for bandwidth that is not being provided and not providing credit for periods of interruption/lack of service.

Ticket: # 1330810 - internet service

Date: 11/28/2016 5:02:43 PM

City/State/Zip: Springfield, West Virginia 26763

Company Complaining About: Frontier Communications

Description

tired of paying for internet service through frontier and not getting it.

TILL 4 # 4000004 P. 1.1. 41. 41. # 41. # 41. # 41.

Ticket: # 1330824 - Punishment by tripling the telephone charge for discontinuing internet service.

Date: 11/28/2016 5:06:32 PM

City/State/Zip: Llano, Texas 78643

Company Complaining About: Frontier Communications

Description

PO box 312 - Frontier communications who took over the telephone and internet service from Verizon has provided poor internet service. After many calls, e-mails and promises of taking care of the problem, nothing was done. Today I changed internet providers, when I called Frontier they said if I discontinued the internet my phone charges would triple, from 29.99 a month to over \$89.00 per month for the phone service. If I kept paying the internet service, even though I don't have it they would keep my price at current which is \$75.91, taxes included. They also wanted to charge me a \$10.00 disconnect fee. on top of all of this they told me my problem was in my router so I made a 40 mile round trip to buy a router(I had no internet at the time, it was out.) When I got back with the new router, lo and behold my internet was back on. I am sending copies of the things I have mentioned, I don't know how many calls I made to them because I didn't want to change, but they left me no choice. This issue happened today 11-28-2016.

Ticket: # 1330897 - Service not working/still being charged

Date: 11/28/2016 5:49:46 PM

City/State/Zip: Atlanta, Georgia 30316 Company Complaining About: Comcast

Description

Description

My service hasn't worked for months and Comcast still continues to charge me. I have been complaining for months and they won't fix the service and won't even call me back.

Ticket: # 1330973 - Frontier Communications offer a sham

Date: 11/28/2016 6:19:18 PM

City/State/Zip: Morgan Hill, California 95037

Company Complaining About: Frontier Communications

Description

Received a promotion mailing from Frontier Communications of "High-Speed Internet Enhanced" for \$34.99/month. As an incentive, they offered a \$100 Amazon gift card. The advertised speeds were 15 mbps. When I called Frontier, I confirmed that we had a qualifying phone service, and would be able to receive the 15 mbps speeds. The representative assured us we would have no problem receiving the 15 mbps and that the gift cards would be sent out in 6 weeks.

The internet speeds don't come close to the advertised 15 mbps. The highest speeds we see is 3 mbps, and during the time when we want to use it (typically between 5 pm and 11:30 pm) the speeds drop down significantly - we are lucky to see 1 mbps speeds, and often are more in the range of 500 kbps.

I talked with Frontier numerous times, and when I say it's not reasonable for me to be paying at a "High-Speed Internet Enhanced" rate when I am receiving at greatly lesser speeds, they say they can reduce my account to 1 mbps and pay less. Which will result in my upper speed being 1 mbps and far less during high demand periods. I have found out the issue is that the "pipes" are grossly undersized, and during the daytime when most people are at work, the system gives 3 mbps communications. Once people start coming home from work, or on weekends, the limited bandwidth becomes the limiting factor, and everyone suffers. Frontier has no problem adding additional customers, collecting fees as if they have full bandwidth capacity - They have, in essence, resold the same product multiple times, as they aren't upping the capacity along with the increased demand. The last conversation I had with Frontier, I could downgrade the service to 1 mbps for a lower price, if we don't want to be paying the price for 15 mbps which they can't provide - Nowhere in the discussions do they want to fix the problem, or acknowledge I want to pay at the rate I am receiving, and not to degrade the service any further.

Ticket: # 1330980 - Comcast misrepresenting internet speed vs bill

Date: 11/28/2016 6:21:38 PM

City/State/Zip: Chicago, Illinois 60647 **Company Complaining About: Comcast**

Description

I signed up for a Comcast Double Play package on September 14th 2015 with service to start on September 23rd; television and internet. The package I signed up for was supposed to include "Blast Internet"; speeds up to 75mbs. This is what I was told and believed to be getting from the Comcast person that assisted me. It now appears that I have actually been receiving "Performance Internet" which provides speeds up to 25mbs. Every bill I have received since starting service details that I am paying for "Blast Internet". Accordingly I have believed that I am getting a level of service, and paying for a level of service, that is not actually being provided to me. Both Comcast representatives have confirmed the misrepresentation of service along with speed tests conducted online.

Comcast has informed me that this is a billing error to which I stated that I believe it is fraud and misrepresentation of service. This has caused me problems and impacted my ability to work from home effectively. I believe that Comcast is taking advantage of me and failing to provide service that

is noted to be paid for on each bill.

Ticket: # 1331046 - Recidivist significantly slower speeds than I've been paying for

Date: 11/28/2016 7:06:35 PM

City/State/Zip: Winona Lake, Indiana 46590 Company Complaining About: Comcast

Description

The plan that I pay for with Comcast is supposed to provide me with 120Mbps download speeds. The average I get is 40Mbps with the max value of 70Mbps and a min of .273Mbps. These speads are nowhere near what I was advertised when I entered my contract.

Ticket: # 1331090 - Not Experiencing Promised Internet Speed

Date: 11/28/2016 7:38:09 PM

City/State/Zip: Lake Isabella, Michigan 48893

Company Complaining About: Frontier Communications

Description

Signed a 2-year contract for a minimum of 6 MBPS of internet speed and receive less than 2 MBPS.

Ticket: # 1331137 - Comcast cheated me and won't give due credit

Date: 11/28/2016 8:10:57 PM

City/State/Zip: Vallejo, California 94591 Company Complaining About: Comcast

Description

In March of 2016 Comcast upgraded my internet and I have been paying more every month for a better service. I always averaged 25-28 mbps on internet (before and after the upgrade), never clocked over 30 because I do constant speed check tests. I have been paying for Performance Pro since March which is 100mbps. A relative told me a while ago that 25-28 was good and normal so I didn't bat an eye. Someone recently told me that I should be getting the 100mbps and was getting cheated. I called comcast and spoke to a girl around Nov 18/19 and asked her what I was supposed to get. She said I should be getting around 80mbps at least. I had a tech agent come out on Nov 22 and he told me it was the box Comcast gave me, he said it would never get the 100 because it was not the correct box. He hooked up a new, different box and it immediately fixed the problem and clocked at 120mbps. No one ever said I needed a new box, or offered a new box until this tech agent came out on the 22nd.

Comcast said its my fault because I never called. I told them I didn't call because I thought it was normal for what I was paying. The tech agent I just called before this email on Nov 28, George, said it was my fault. The office says the 1800 number is supposed to fix it, and the 1800 number said the office is supposed to fix it; so they're passing the buck. George said he could only give me \$20 credit for this. I told him no because I have been paying minimum \$15 extra per month for 8 months for internet they were not providing me on their fault.

I'm sorry that was long and winded, but can you help me? They have been screwing my account up so much recently that its all messed up.

Thank you for your time and I look forward to hearing from you.

Ticket: # 1331595 - Little to no internet signal for years.

Date: 11/29/2016 10:12:20 AM **City/State/Zip:** Point, Texas 75472

Company Complaining About: Frontier Communications

Description

(b) (6)

Ticket: # 1331653 - Broadband services issues

Date: 11/29/2016 11:03:44 AM

City/State/Zip: Rush, Kentucky 41168

Company Complaining About: Windstream Communications

Description

I have had broadband with windstream for a number of years. I have started with 1.5mbps then went to 3mbps. About a year ago the terminal that my internet comes from caught fire. This is when my problems started, after many many times calling and complaining about losing connection and having windstream techs say that there is nothing wrong at my house that it is at the terminal where windstream has not properly fixed or upgraded the cards. I payed for 3mbps and sometimes only got a little over 100kbps which is compaired to ancient dial up connection. Yet I'm still paying the same price on my monthly bill. Now today I chatted with a service contact from windstream and he told me that I always had 1.5mbps, that is simply not true when I have bills and statements that says I have payed for 3mbps service. People in this area that I have talked to have told me that windstream has the worst internet they have ever seen. Since windstream has a monopoly in my area where there is no other choice but to have service with them or no service at all. How many other people have they ripped off by providing a lower connection speed at a higher connection speed price?

Ticket: # 1331793 - CenturyLink not performing and not allowing out of contract

Date: 11/29/2016 12:18:33 PM

City/State/Zip: Brighton, Colorado 80603 Company Complaining About: Centurylink

Description

I have been paying for 40mbs and only receiving 5-10 at best. When I call to cancel, they refuse stating that I would be breaking my contract. Centurylink is breaking their contract with me by not providing the service level I am paying for. I have contacted numerous times and even been told I could break my contract for around 50 bucks but when I try to break it, they refuse without paying full price.

If my money is being stolen by Centurylink, I bet thousands more are as well.

Ticket: # 1331859 - Paying for 120mbs internet speed, getting 30mbps instead

Date: 11/29/2016 12:39:22 PM

City/State/Zip: Hollidaysburg, Pennsylvania 16648 Company Complaining About: Atlantic Broadband

Description

For over a year now I've had to contact atlantic broadband about my poor Internet quality. Ove had many technicians sent to my house as well.

For over a year now ive been told by several technicians over the phone that there is a bad node in my area. Over a year has gone by and this problem hasnt been fixed.

I dont want compensated for my loss of speed, i want the problem fixed. Ive wasted many hours calling in about this problem

Ticket: # 1332039 - Internet Speed

Date: 11/29/2016 1:48:02 PM

City/State/Zip: Saint Paul, Minnesota 55117 Company Complaining About: Comcast

Description

I currently am under the comcast xfinity 150 Megabyte per second plan. As of right now I get less than 10 percent of that. Why am I paying for speed I'm not even getting near.

Ticket: # 1332144 - Comcast altering my contract without my consent

Date: 11/29/2016 2:35:09 PM

City/State/Zip: Santa Rosa, California 95403 Company Complaining About: Comcast

Description

August 2015 I started a 2 year contract with Comcast. 59\$ a month for 200mb of uncapped Internet. In September, Comcast accidentally deleted my account and shut off service. I called and explained what happened for 8 hours and to 4 Comcast employees. They eventually found their mistake and restarted my service--however, they accidentally turned on a different package, 100mb service for 79.99. I called repeatedly and they still haven't fixed it. Now Comcast has been saying they have capped my internet and raised my rates. I never agreed to a new contract and I still have 8 months left on my original contract. How can they change my contract without my permission? Comcast states that they "can change any policy they want". , how is a data cap a policy? Shouldn't it be considered a service change? This doesn't feel legal. Please help me. I have never received the speeds guaranteed and promised in my contract and never agreed to a change in my contract. Why isn't my contract a binding agreement with Comcast? Why do they not have to honor their agreement , but, I do?

Ticket: # 1332191 - Internet Speed Less Than Advertised

Date: 11/29/2016 2:52:13 PM

City/State/Zip: Bartlett, Tennessee 38133 Company Complaining About: Comcast

Description

We are paying for 70+ Mbps and we are only getting 12.20 Mbps.

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Ticket: # 1332283 - Comcast Internet, Cable, Phone

Date: 11/29/2016 3:25:42 PM

City/State/Zip: Rector, Pennsylvania 15677 Company Complaining About: Comcast

Description

CONSTANT INCREASE IN BILLING AND DECREASE IN SERVICE

Please see attached PDF for explanation

Ticket: # 1332815 - Comcast Xfinity Internet

Date: 11/29/2016 7:17:47 PM

City/State/Zip: Vallejo, California 94590 Company Complaining About: Comcast

Description

We have been paying for Comcast Xfinity Blast with a minimum speed of 105mbps we have been consistently getting below the rated speed we have been paying for

b) (6) which shows a speed of 32mbps.

We have used all the latest standards for our home CAT6 which their tech state is better than their company Xfinity requires. We have called their technical support numerous times. They reset the modem then it works at the speed we agreed to in our contract and pay for.

Their tech said the speed is controlled from their central location. Within an hour or two after us speaking to their technical people it drops to a very low speed denying us the contractual agreed to speed we are paying for. it also causes us to spend inordinate amount of time speaking to calling and writing their technical support. We are paying for something we are not receiving.

(b) (6)

Ticket: # 1332963 - False advertised Internet speed

Date: 11/29/2016 9:18:42 PM

City/State/Zip: Lombard, Illinois 60148 Company Complaining About: AT&T

Description

Flier says 45mbps for \$89 and 75mbps for \$10 more. I called set up service only get 45mbps they refuse to honor their flier that was mailed to my house but are charging me the \$99. I should be getting 75mbps not 45mbps.

Tislest # 4000000 | Internet total | Indiana

Ticket: # 1333086 - Internet well below speed minimum

Date: 11/29/2016 11:11:09 PM

City/State/Zip: Austin, Texas 78736

Company Complaining About: Time Warner

Description

I should have a 50Mbp speed and I am getting less than 1mbp this evening.

Ticket: # 1333110 - Internet Speed Lower then guaranteed rate

Date: 11/29/2016 11:39:05 PM

City/State/Zip: Madison, Wisconsin 53719 Company Complaining About: Charter

Description

Internet speed is supposed to be 60mb download through Charter. I am receiving 5mb and still have to pay \$40 for 1/12 of what I'm supposed to recieve. A Charter technician had come out and said there is nothing he can do to resolve the issue and it's the area I live in.

Ticket: # 1333199 - Very Slow Internet Speed

Date: 11/30/2016 3:46:40 AM

City/State/Zip: Baltimore, Maryland 21218 Company Complaining About: Verizon

Description

I'm paying for 7Mbps Getting 1.5 Mbps. Many times NONE AT ALL! This has been going on for about 4 years. And Verizon has not done anything to correct it. I'm never late paying. And would like to get what I'm paying for!

Ticket: # 1333339 - internet speed slowing when paying for unlimited

Date: 11/30/2016 10:57:18 AM

City/State/Zip: Washington Dc, District Of Columbia 20017

Company Complaining About: T Mobile

Description

I have complained numerous times to T-Mobile about my speeds being slowed down. We have there T-Mobile one plan which includes they say truely unlimited data and tethering speeds at 4GLTE. This is not true at all. We have had slowed speeds on all our devices . I have called and complained and they say its running at speed. But on the contrary it is not. It lags and hangs on the phone and tethering mode. I would like an investigation into what is going on with them and there false claims. We pay alot for service with them due to there claim of their advertisement.

Ticket: # 1333554 - Internet Date: 11/30/2016 12:30:24 PM

City/State/Zip: De Kalb, Mississippi 39328 Company Complaining About: Hughes Net

B 14

Description

I have become very frustrated with searching for internet for my area. I attempted to use get AT&T internet but I was told the location box for the area was full and therefore I was not able to join. I have called several times for over a year and I still get the same response. Because of no other options in my area HughesNet was my next choice. My service has been with them for over a year and it is terrible. The speed is well below advertised and slows drastically over the month. Reliable internet is needed and for me I have no other choices. Is there someone that can help or point me in the direction to someone who can? I would really appreciate it. Thanks in advance.

Ticket: # 1334209 - My provider will not correct their service

Date: 11/30/2016 5:16:37 PM

City/State/Zip: Greenbrier, Arkansas 72058

Company Complaining About: Windstream Communications

Description

I pay Windstream to receive 1.5 service, but at the best when everybody in the community and family are at work, they say I get 1.25 and that is ok with them even though I pay for 1.5 service.

Ticket: # 1334224 - Bandwidth issues and slower speed than promised.

Date: 11/30/2016 5:23:40 PM

City/State/Zip: Fredericktown, Pennsylvania 15333 Company Complaining About: Atlantic Broadband

Description

I have had ongoing issues with Atlantic Broadband for going on almost 2 years. The tech came again today and told me it's a bandwidth issue. My internet and cable goes in and out almost on a daily basis. I'm also paying the top package price for 120mbps and only average 35 or so! I get no discount for this continued issue and there is no other providers in my area.

Ticket: # 1334330 - slow internet speed

Date: 11/30/2016 6:20:23 PM

City/State/Zip: San Francisco, California 94122

Company Complaining About: Comcast

Description

We have been paid for download/upload speed for about 250/20, but we constantly have only get 40/8. We contacted with Comcast many times which were terrible long and inefficient conversation lead to nowhere. We changed the modem and it did not help. We tried to order a technician to come over to check the problem and the customer service told us the only appointment available is 2 weeks later (this phone conversation is on 11/30/ 2016). The customer service reps kept talking without listening to customers.

Ticket: # 1334562 - COMCAST/XFINITY in Philadelphia, PA

Date: 11/30/2016 8:32:29 PM

City/State/Zip: Philadelphia, Pennsylvania 19147

Company Complaining About: Comcast

Description

Installed service on 9/9/2016 and has been nothing but trouble. I have made over 100 calls and have spent hours that add up to days spent trying to get the problems with my service fixed. I would call about cable and tv issues since it was installed. I asked them to send technicians who were able to look at outside wiring, etc. they were out at my house multiple times approximately 6-7 including installation. They say they only have a record of three times and inferred I was lying. They do not care that I have spent so much time calling to get my service fixed. They were late to 2 appts and the billing manager told me I was lying about one of them. Both help center and managers have repeatedly promised return phone calls and never followed through. Technicians came out and ran speed tests on their phones and had different speeds than on both my devices. Their devices said 90 Mbps and both mine were saying 8 Mbps. There's some shady stuff going on around here. They don't care because there is no other available internet provider in my neighborhood. TV issues all the time with on demand and flcikering. Blank screens. Finally I get someone to come out and fix it....the billing manager had told me that I did not have to worry he would provide credit back to me for the 2.5 months of repeated attempts and when I called a manager in billing she told me that they had been trying to work with me by giving me two credits of \$20 when they were late and one of them I didn't deserve! That's your promise Comcast. He was 45 mins late and didn't report it and lied. Not my problem. She said the were trying to work with me? By taking up all my free time? By every time I have a problem making me deal with tech support calling me 2-3 times before the technician comes out testing for them so they save money on sending some one out. Each one of those calls are 45 mins to 90 mins and they call 2-3 times before anyone will come out. If you don't answer they cance your appt and don't tell you. I have no alternatives and there is no competition and this is really expensive and provides NO QUALITY CUSTOMER SERVICE. The only two people I spoke with who helped me were a special team that I never learned about until Nov 29th called customer solutions which you can usually only talk to if you want to cancel service.

Ticket: # 1334620 - internet offered and pain not received, no available custommer service communication, and request fine fo cancellation

Date: 11/30/2016 8:59:23 PM

City/State/Zip: Corriganville, Maryland 21524 Company Complaining About: Hughes Net

Description

On July 2016, I requested the internet service for my home through HughesNet in which they were selling as the best internet. Since installation internet never had been running at velocities for which I am paying a lot of money. I am trying to call to costumer service and all call are hanged, the times that I made a complain are through e mail, and never resolved me, and I am trying to request a technician in my house, and stated that they don't have, all times tried to resolve the problem doing the same test, stated that latter a technician will call to resolve the problem and never called back. I tried to cancel the service since the service for which I am paying is not the one in my home, and according to their internet page, I have to pay 400 US dollars a a fine for no complete the contract, but find a representative had been impossible. This had been the worst company of internet I ever had in my life, and all the offers and advertisements are a fraud.

Ticket: # 1334636 - Internet Date: 11/30/2016 9:14:53 PM

City/State/Zip: Newark, Ohio 43055

Company Complaining About: Windstream Communications

Description

The internet is intermittent at best when it works at all. We have tried to maintain a home based eBay business and pay for a service that isn't being utilized because the speed tests we've run are less than a third of what it should be. I have been told they are aware of the issues and improvements will not happen for at least another year in our area. We should not be paying full price and only receive a portion of what we contractually agree. All residents in this area have equal concerns

Ticket: # 1334637 - COX Date: 11/30/2016 9:15:05 PM

City/State/Zip: Niceville, Florida 32578 Company Complaining About: Cox

Description

Shady ISP has own speed validation test to let them throttle their customers at will to save profits and hide behind false CACHED data. Unacceptable business practices they need to be pursed for damages in a court of law.

Ticket: # 1334663 - low speed internet while paying for hi speed

Date: 11/30/2016 9:37:03 PM

City/State/Zip: Ridgway, Pennsylvania 15853

Company Complaining About: Windstream Communications

Description

every one I talk to has slow internet from 3pm to 10pm and feel ripped off. there are too many people on line at the same time and Windstream keeps taking on new customers with not upgrading there system. its frustrating!!!

Ticket: # 1334700 - Spectrum internet severely under-performing

Date: 11/30/2016 10:12:35 PM

City/State/Zip: Austin, Texas 78741

Company Complaining About: Time Warner

Description

Ever since the switch to Spectrum, my internet service has been lousy. The connection frequently drops out, and the speeds are slow. I'm paying for 30 mbps, but a current speed test shows I'm only getting 17 mbps. From what I hear, I'm not the only one in my area who was affected by the switch. Please address this ASAP.

Ticket: # 1334713 - Corrupt Internet Company

Date: 11/30/2016 10:31:27 PM

City/State/Zip: Tuttle, Oklahoma 73089 Company Complaining About: Atlink

Description

When I signed up with at link my plan was 5mb down and 3mb up. I now pay almost \$70 for 1mb down and .5 mb up. They are stealing from us at these prices.

Ticket: # 1334805 - CenturyLink internet service

Date: 12/1/2016 1:01:09 AM

City/State/Zip: Port Orchard, Washington 98367 Company Complaining About: Centurylink

Description

See attached pictures, speed test is using what they (CenturyLink) say to use. As you can see, I'm getting under 10% of advertised. They (CenturyLink) mention "up to" to screw the consumer. We've had them since Monday November 28th 2016 and now I'm stuck paying for subpar service for the next two years!

Also, the installer mentioned that there is only one box router running the internet in my area and does not understand why they have not upgraded to fix this issue. I wish I would have kept him from completing his job and asked more questions.

Ticket: # 1335059 - At&t uverse speed

Date: 12/1/2016 11:39:38 AM

City/State/Zip: Coral Springs, Florida 33065

Company Complaining About: AT&T

Description

Hi I got at&t in Jan of last year and was supposed to be get 45mbps but was not I told at&t every month nothing was done in Oct at&t final came out and said it was mistake I was get 5 to 15mbps but was paid for 45mbps they refused to credit me for any know issues

Ticket: # 1335091 - webmail and internet service issues

Date: 12/1/2016 11:57:43 AM

City/State/Zip: Kansas City, Missouri 64152 Company Complaining About: Time Warner

Description

Their webmail service has been nearly non-funtional for the past 4 days minimum. Their internet service goes out intermittently. I did a speed test on my internet service a few days back only to find out they have been providing me <10 mbps when I have been paying for 50 mbps per agreement. Once I called and complained, they said an update to my modem was required. After a reboot, my speed were up 5 fold. I have been on chat with their tech service teams numerous times this week and the webmail and internet issues remain.

Ticket: # 1335182 - Poor Internet Service

Date: 12/1/2016 12:32:56 PM

City/State/Zip: Silverhill, Alabama 36576 Company Complaining About: Centurylink

Description

The area that I live in only has one internet service provider and they are terrible. I have been down for as many as 11 days and currently am down for an expected 5 days. ISPs should be treated as a public utility. Internet is no longer a luxury. It is a necessity! Students need it for school, employees need it for work, businesses need it to conduct business, etc. It should not be allowed for an ISP any competitors. They should be required to improve/maintain their equipment in order to provide reliable service. They should be required to have a "storefront" within a reasonable distance to their customers. The only ISP available in my area has none of these things.

Ticket: # 1335252 - Internet service

Date: 12/1/2016 12:55:37 PM

City/State/Zip: New York, New York 10036 Company Complaining About: Verizon

Description

Over a year ago, I upgraded my internet service (at a higher rate). I was told that I would receive at LEAST 10.1 mbps up to 15 mbps of speed. I have never gotten this speed. Every time I called about it, I was assured that, yes, I was supposed to be getting at least 10.1 mbps of speed so, there must be something wrong. Discounting the fact that I had NO phone or internet service (because of Verizon cable issues, which I already reported to the FCC) from Feb 22 to Sept 14 and then again from on or about Oct 13 or 14th until Nov 3rd, I was constantly assured that, yes, the speed I am paying for is 10.1 up to 15 mbps.

Now, suddenly Verizon is backtracking and telling me that no, I am only getting at least 7 mbps (but, at times, I'm not even getting that). I feel this is absolute fraud. I changed over and agreed to a higher rate based on the -- supposed -- higher speed and I have never gotten it.

In the last ten months, I have spent OVER 36 hours on the phone with Verizon trying to get this straightened out, trying to get credit for services I am not getting and I have been given the Grand Run Around every time. I cannot even count the number of times they say they will call me back, and don't.

Aside from the fact that the internet has only worked about two months of the last ten months, I feel I have been deceptively and fraudulently lured into paying a higher rate and have not been getting the service I was told I was getting for over a year now.

Ticket: # 1335490 - time warner cable

Date: 12/1/2016 2:15:47 PM

City/State/Zip: Bessemer City, North Carolina 28016

Company Complaining About: Time Warner

Description

Well, here I am again complaining about being over charged for channels that are merely a repeat of the lower channels and further more there are all sorts of channels with different languages! I don't need or want this. I am sick of being made to pay for something I don't want or need. Please help, this is so wrong of any cable company.

Ticket: # 1336369 - Slower internet speed than advertised.

Date: 12/1/2016 10:35:50 PM

City/State/Zip: Baldwinsville, New York 13027

Company Complaining About: Verizon

Description

I'm paying for 50Mbps down and 50Mbps up and only getting a fraction of that speed.

Ticket: # 1336383 - Time Warner Spectrum internet speeds

Date: 12/1/2016 10:43:05 PM

City/State/Zip: Monroe, North Carolina 28110 Company Complaining About: Time Warner

Description

I've been experiencing slow almost bottom speeds at peak times for my internet, i've ran multiple speed and ping tests, there's an issue, everytime I contact the provider, they send some tech out and say there is no issue, everything's fine, it's just lots of people using the internet. We pay for 300 mpbs and don't get anything close to that at peak times. i've contacted Time Warner /Spectrum in the last 2 months over 5 times with no resolve to this issue, they didn't even give any bill credits for the worst internet speeds out there! Help. I am unable to get this matter resolved even with Tracert or Ping tests proof.

Ticket: # 1336415 - Not getting the advertised speeds that I pay for with Comcast

Internet

Date: 12/1/2016 11:30:05 PM

City/State/Zip: Aurora, Colorado 80247 Company Complaining About: Comcast

Description

My internet speeds are inconsistent and nowhere near the speeds that Comcast has been advertising. I've repeatedly had to contact them over the past year to no avail. I'm constantly given the runaround from the support techs who are unable or refuse to listen to me and help.

Ticket: # 1336641 - At&t gigapower & Direct Tv

Date: 12/2/2016 11:00:29 AM

City/State/Zip: Miami, Florida 33193 Company Complaining About: AT&T

Description

After the initial installation and numerous missed appointments the service tested up to speed. A week later a randomly ran the speed test and it ran to about 20% of what it should be for both upload and download. I called, set up an appointment, missed another day of work for them to show up the next day without notice. They inspected the lines and notice it was damaged and repaired. the speed test showed little improvement. The tech called the manager which was supposed to come the Friday after Thanksgiving. He never showed, called or returned my call. The service is still slower than what I'm paying for and I still haven't heard back from anyone. Please help. This has been a real bad experience filled with promises of how much money Im going to save. I already switched my cellular to At&t and have Direct Tv/wireless/internet. Also, was advised could get Direct Tv without paying for equipment once I packaged everything up and see the promos but when I called to inquire was told new customers only.

Ticket: # 1336974 - Internet Latency Issues

Date: 12/2/2016 1:43:42 PM

City/State/Zip: Kyle, Texas 78640

Company Complaining About: Time Warner

Description

Live in the Waterleaf Falls neighborhood in Kyle, Texas. Zip 78640. Have internet latency issues daily with my "high speed internet" to which I pay almost \$100 a month for with Time Warner Cable. Internet is used mainly for work. Daily, I am unable to use wifi and have to resort to hard wiring my internet to my laptop. Also, when streaming, there are obvious latency issues with the speed and performance.

Ticket: # 1337084 - The greatest signal frontier

Date: 12/2/2016 2:35:41 PM

City/State/Zip: Tampa, Florida 33603-6120

Company Complaining About: Frontier Communications

Description

The problem has been occurring, with frontier since they took over the Tampa Bay area. Outages, degraded Internet signal and communicating with frontier.

Ticket: # 1337429 - Throttling Issue

Date: 12/2/2016 5:31:54 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Comcast

Description

I have called Comcast numerous times about receiving low speeds and the issues are never resolved, even after replacing my hardware. I am paying for 75Mbps down and 5 Mbps up, but getting around 30 Mbps down and 1 Mbps up on a consistent basis.

Ticket: # 1337434 - internet service

Date: 12/2/2016 5:37:45 PM

City/State/Zip: Luray, Virginia 22835

Company Complaining About: Centurylink

Description

Century Link is the only provider available for me. I have been a customer for 14.5 years and the only speed available is 512k for which I am paying \$60 per month. I have reached the point, after numerous discussions with Century Link, that a speed this slow for an exorbitant price is no longer acceptable. Something must be done

Ticket: # 1337465 - Windstream internet service

Date: 12/2/2016 6:01:42 PM

City/State/Zip: Albany, Kentucky 42602

Company Complaining About: Windstream Communications

Description

Description

You never know if your going to have service, it was out for 2 days last week I called they said there was a problem and would contact me when fixed, never called. Takes forever to load.

Ticket: # 1337555 - failure to provide advertised services

Date: 12/2/2016 6:45:34 PM

City/State/Zip: Post Falls, Idaho 83854

Company Complaining About: Time Warner

Description

hi i have been paying for years for an advertised service but very seldom get anyway near them. i have time warner internet and have been a customer for almost 20 yrs. i have caught them throttling my internet, my son has captured the same and recorded the speeds we receive regularly and seldom if ever come close to there advertised speeds. now spectrum cable has taken over advertising and verbally told me that with the "upgraded service i will receive 60 Mgb down and 16 up but even on a good day i might get 30Mgb. to add to this for the last 2 yrs i have been calling them regularly with issues pertaining to service speeds and quality and they fail to address them. my neighbor's have dropped time warner and gone with the only other internet provider in my area frontier, cable service in the region is a monopoly at best, we have only 1 cable service that can actually provide traditional cable tv because of territory and internet we either deal and allow time warner to provide less than advertised speeds and bad service when it comes to reliability and internet quality or go with verizon a.k.a. frontier with a service that is nowhere near the same. either way time warner is false advertising and robbing who know how many in my area with charging for a service it is quit apparent they can't provide and if the speed happens to get even 2/3 of the advertised the weather or something else degradates the signal to a point you would think you were watching 1970's tv. as i said i have called over and over and the technicians won't even come to the house because they 1 have been here so many times and 2nd they know there is nothing physically they can do. i have worked for cable companies and installed the physical plant i know completely the ins and outs on how signals work. i have demanded some kind of compensation for this and there scripted answer is well we can't credit back 3 yrs or it sounds like a local infrastructure problem or they simply hang up. i know i am not the only one in my close proximity that deals with this because i know of 2 people on my block that experience the same issues, when me or my kids go online via a computer we should be able to watch YouTube video's without buffering all the time or Netflix movies without repeated buffering or the video quality so bad and pixelated that you just turn it off.

Ticket: # 1337729 - High Speed Internet

Date: 12/2/2016 8:59:57 PM

City/State/Zip: Karnack, Texas 75661

Company Complaining About: Windstream Communications

Description

I pay 89\$ a month for phone and internet service. I have had the service for several years due to no other providers in the area. I supposedly have High Speed internet service, yet I can not get more than 1.5 MBPS. My service frequently goes out. I have contacted the company numerous times. I was told two years ago that they are aware I live in a problem area and it was going to be fixed. I called again a few months ago to check on the status and I was told there is no projected fix for the area. Is there anything you can do, since my, and my neighbors complaints go on deaf ears.

Ticket: # 1337875 - Breach of Contract

Date: 12/3/2016 12:02:17 AM

City/State/Zip: Teton, Idaho 83451

Company Complaining About: Rise Broadband

Description

Hi my name is(b) (6) I had been with Rise Broadband for quite a few years, on August 27, 2015 I did a two year unlimited data contract, because we could not stay under 250GB. I had heard that they don't tell you but in some areas you can't even recieve the speed your paying for, so I started to be curious about it and checking my speed from time to time to find we were always way under speed. And I was contemplating going to the 10mbps instead of the 15mbps. November 15, 2015 I called because it was slow and the man I talked to said it was my antenna, so they sent out a tech named Josh the next morning, he was very late, I had to change my clients appointment and go to work late, and when he was leaving, all I was told, was that it was as if I had the same channel As my neighbor, and he put me on my own channel. Then on the 25th of November I receive a notice of heavy usage so I call because I have unlimited data. This is when I was told that when I switched my equipment to LTE it changed my data to 200GB. I was furious! I said that I was fully unaware of my equipment being switched out nor did I give any of my concent to this at all! She informed me that I could not get my unlimited data back because it was no longer offered, so I asked for a supervisor, I was so upset while talking to her because it is illegal to Breach a contract as well as if it were the customer breaching the contract that we would have to pay hundreds of dollars. How is this OK? She offered me a free router and to take off the two weeks and because I was so mad and frustrated, I took the free router and two weeks and said I'll find a company who is honest. But the problem is where I live it's hard to find internet providers. So I would calm down then try to figure out a way to switch plans to accommodate our data needs but I would get so upset because I did not have a choice in this mess and I had a contract with unlimited data! Then I checked my speed out of curiosity again now that I've been raped and robbed into LTE 24mbps only to find I am receiving 11, 12, 13 mbps. By now I had spoke with many different reps of Rise Broadband and one of them gave me the cooperate e email to try to resolve this problem and I sent them the pictures of my speed test wondering where my speed is and they told me the same thing. There is no way to get unlimited data. So I have a hard time understanding how a contract is broken, how they can sell the package of speeds knowing you can not get the speeds in certain areas and not be honest with the consumer and not be able to fix something so serious as this.

Ticket: # 1337901 - Slow email server

Date: 12/3/2016 1:29:01 AM

City/State/Zip: Lumberton, Texas 77657 Company Complaining About: Time Warner

Description

(b) (6)

Ticket: # 1337920 - AT & T throttling service

Date: 12/3/2016 2:00:31 AM

City/State/Zip: Decatur, Georgia 30033 Company Complaining About: AT&T

Description

I've had low evening A & T uverse speeds. Daytime speeds are fine, but between 3pm to 1am, speed is dropped to 3-4mbs, while I am paying for 12-18mbs service. After replacing the modem I was told that perhaps the wireless couldn't penetrate the 75ft to the other end of the house. Ok, so i directly wired the connection and still reliably get lower speeds between 3pm to 1am. I've had 2 technicians come to the house. 1 replaced the modem, but no change. Another ran a secondary line to the modem, but no change. My internet speed during the day is what is excellent, but I am clearly being throttled during peak hours. I've recorded some data on this in an excel graph but am now beginning to get third party confirmation of the below contractual speed. The supervisor for the 2nd technician told my tech to 'jeopardy' the problem - which basically means ignore the consumer. I was told no ticket could be created so I waited on hold, refusing the hang up until a ticket could be created. Once collected, I will upload the data I recorded from the formal 3rd party measurement.

Ticket: # 1337949 - Comcast service

Date: 12/3/2016 2:47:09 AM

City/State/Zip: Vancouver, Washington 98685 Company Complaining About: Comcast

Description

I pay almost \$200.00 a month for T.V., Internet and Home phone (soon to drop the phone) and I have never had quality service. This has gone on for 5 + years. PLEASE HELP ME. I have complained to Comcast many times, but nothing has ever made any of the services better. HELP as I have tried to contact the company directly with nothing ever being done.

Ticket: # 1337951 - Internet Throttled On Cue Every Friday Night

Date: 12/3/2016 2:47:53 AM

City/State/Zip: Camarillo, California 93010

Company Complaining About: Frontier Communications

Description

Description

Frontier communications just took over my city's internet service. Every single Friday night, internet connections are so slow not even Google loads. I've contacted the customer service department, and the only advice I've been given is to turn my modem off and on again. That resolves nothing. That has fixed nothing. This issue has happened every Friday night for the past 2 months with no solution. During the week, brief intermittent slowdowns are usual, but not from 730pm-12am every Friday.

Ticket: # 1337954 - lack of internet service and speed

Date: 12/3/2016 2:59:46 AM

City/State/Zip: Springfield, Oregon 97478 Company Complaining About: Centurylink

Description

After being promised 40 mbps (sales quota!?) by a sales person....2 months later, and 4 no shows by techs, the last tech that showed up to my house said that there was no way I was going to get more then 3 mbps. Even bonded I couldn't expect more then 5! I'm so frustrated with the total lack of customer service, and lies! After more then 7 hours on the phone, with frequent calls dropped, and multiple answers on what speed I COULD expect (10, 12, 15, 20 and 40 mbps). I feel like CenturyLink will tell you WHATEVER the customer wants to hear to make a sale! Disgusting business practices. They have threatened to "leave" the area if there are too many complaints! That's legal?

Ticket: # 1338027 - Frontier Communications Claiming High Speed Internet

Date: 12/3/2016 10:37:33 AM

City/State/Zip: Ridgecrest, California 93555

Company Complaining About: Frontier Communications

Description

Frontier Communications is charging for high speed internet service in Ridgecrest, CA when in fact their services within the city falls below the standard. Since April 2016, when Frontier acquired Verizon internet services, the internet has been extremely slow with download speed at best 2.3Mbs and uploads no more than 0.58Mbs, and lately the download speeds have been 0.36Mbs. The internet is so slow that it is nearly impossible to access the Frontier website.

Ticket: # 1338115 - Hughesnet

Date: 12/3/2016 12:15:26 PM

City/State/Zip: Washington, Virginia 22747 Company Complaining About: Hughes Net

Description

I am a subscriber to Hughesnet Gen4. I have been receiving sub standard performance. Called Customer service to resolve the problem. After a few tests I was told by the agent that Hughesnet was unable to provide the service that I was paying for.

How can the be allowed to sell a product that they are unable to provide? Something should be done about this.

Ticket: # 1338130 - Slow Internet

Date: 12/3/2016 12:19:17 PM

City/State/Zip: Chicago, Illinois 60622 Company Complaining About: Comcast

Description

Terribly inconsistent internet speeds and random outages. Wife works from home and has constant issues. For example, just now, I tested my speed at it came to 2.64 Mbps. However, I am paying for 75 Mbps. This is constantly an issue and I've contacted Comcast several times, but they never help my speeds. This is my last attempt before switching providers.

Ticket: # 1338293 - Internet issues

Date: 12/3/2016 3:18:44 PM

City/State/Zip: Talbott, Tennessee 37877
Company Complaining About: AT&T

Description

I have upgraded to AT&T U Verse and had the 12 GB plan. I have the 18GB plan and when I upload files are not uploaded fast at all. I have called AT&T on this issue and they ask me to upgrade again I can not get no resolution. The internet is running slower since I upgraded

Ticket: # 1338381 - UNLIMITED CONNECTION

Date: 12/3/2016 5:05:27 PM

City/State/Zip: Honolulu, Hawaii 96818 Company Complaining About: T Mobile

Description.

Description

I have T-mobile one with the extra T-mobile plus I was sold. I was told that I will have complete unlimited 4G, LTE lightening speeds with my plan. A month into my new plan, I began noticing my Internet speed was slow, not connecting and freezing, not being able to video chat with my daughter, and calls being dropped. I've been trying to get the issue rectified but I get one excuse after the other. Some of which do not make sense. Now, I've hit a road block. November 29, 2016 I needed to call 911. I tried to call three different times. Each time I was forced to power on and off my Samsung Galaxy Note 5. Finally after the third attempt and the call dropping, 911 called ME BACK. On December 2ND I was sent a notice by the legal department at Tmobile telling me I was not allowed to call customer service or escalations department or they'll file charges for harassment. They have been overcharging me, incorrectly charging me, adding on addition services that I did not ask for, try to make me pay a non return fee twice, will not accept my warranty exchange phone but yet threatened and made good with threat to charge me the 681.00 non return fee. I can go on and on. I'm not able to check my emails on a constant basis due to the lack of Internet, some important emails did not arrive when I needed due to Internet, I have not been able to enjoy or utilize the packaged plan I'm paying for. As I mentioned, everytime I call I'm told a different reason/answer and now because I have gotten numerous different answers regarding my connection and I'm questioning that and why I'm paying an abundance for a service I can't utilize I've been sent a threatening letter by there legal department. I was finally told by a operator that it's truly not unlimited connection and because I exceeded over 15gb I no longer will have 4g LTE speeds. She also went on to say that if other consumers that do not use data that much ping onto the same towers I'm on, I'll be kicked off and this is the reason for not being able to connect. When I asked her why I'm paying such a hearty price with an additional package they sold me, just to make sure I have truly unlimited high speed 4g/LTE access, she said she did not know. I was also threatened by tmobile they were going to terminate my account if I didn't pay all the bogus warranty fees the have falsely tacked on. So, please if you need to contact me but find that this number is no longer in service, please contact me at (b)

Ticket: # 1338484 - Time Warner Cable

Date: 12/3/2016 7:30:22 PM

City/State/Zip: Natural Bridge, New York 13665 Company Complaining About: Time Warner

Description

I have called them several times about internet speed being slower than it should be. I was paying extra for super high speed but cancelled because it did not help. I am also paying way too much for the speed I am receiving.

Ticket: # 1338609 - Continual Internet Service Interruptions & Slow Speeds

Date: 12/3/2016 11:17:18 PM

City/State/Zip: Bethlehem, Pennsylvania 18015

Company Complaining About: Rcn

Description

(b) (6)

Ticket: # 1338675 - ~29% of advertised upload speed

Date: 12/4/2016 2:33:02 AM

City/State/Zip: Cedar Rapids, Iowa 52401 Company Complaining About: Mediacom

Description

My upload speed has consistently been lower than what is advertised while I am directly connected. This issue was intermittent for over a year but has been consistently low and unusable for my needs for the last 6 months. The chat log and email correspondence with Mediacom(ISP) support and speeds tests I'm attaching can confirm this.

I've taken speed tests from June 23rd to December 2nd (332 tests) and averaged all of them to 5.909 mbps upload. These numbers are taken from the speedtest file provided. This is 29.54% of the speed (20mbps) I should be receiving and was told I would be receiving.

I have had 7 technicians out to my home in since I moved here in 2014. All for the same issue. Most of them in the past 6 months.

On June 23rd, 2016, I upgraded my services from 10mbps upload to 20mbps to try and compensate for the poor upload speed I had been receiving while on the 10mps upload plan. This did not fix the issue. I called tech support the next day.

Several Techs visited from September-October 2016 to try to fix/diagnose the problem. They swapped modems, changed cables, splitters, coaxial wall plates, ethernet cables, tested every line and the main tap. Most of the time they were already repeating work and tests already done in previous visits the months before. They all left unable to resolve the problem.

- Oct 2nd, 2016 service call the technician sited an outside issue and said they would escalate it and place a maintenance order. I was told they would contact me in a few days. I did not hear back from them or Mediacom support after requesting an update several days later
- Oct 15th, 2016 service call the technician sited an outside issue. The tech said they would escalate it and place a request to monitor the line.
- Oct 18th in the correspondence with with corporate complaints support they planned to send another technician after seeing "failing signals"
- -On October 20th I drove to my local office and spoke to a supervisor to escalate the issue myself in an effort to break the cycle of visits repeating the same work and tests. That same supervisor then came out to my home on October 24th to test the line. After he left unable to resolve the issue they said they would begin a voice session to monitor my line. Since then they have surmised the issue is on three legs of my node and they are working to fix it.

This is where the situation is still as of December 3rd, 2016. The latest upload test I ran is 3.99 to the nearest server. I can not overstate how much this issue has impacted my life just the way an out-of-service bridge would impact a commuter. If that bridge was the only way to get to work.

Ticket: # 1338681 - complaint

Date: 12/4/2016 3:07:48 AM

City/State/Zip: Crescent Springs, Kentucky 41017 Company Complaining About: Time Warner

Description

Time Warner Cable failed to provide the services that I was supposed to receive, nonetheless, after tedious phone calls, and two technicians, I am still subjected to their maze. I am not receiving the services, as promised. Perhaps, stinginess on their part? I am supposed to receive 50mpbs. Speed tests reveal between 15-21. It is also breaks up. It has been extremely difficult to rectify this issue with them. Awful service. Please assist, not just for myself, but so this does not happen to someone else. Thank you.

Ticket: # 1338858 - Not receiving advertised internet speed.

Date: 12/4/2016 3:10:51 PM

City/State/Zip: Peasant Plain, Ohio 45162

Company Complaining About: Tds

Description

I pay for "Turbo Internet" and I am not getting the product I am paying for which is supposed to be at least 15 MB service. I was receiving this speed in the past but TDS have put "restrictions" on the bandwidth and speed as per their techs. I would like my internet speed restored, their services are in dire need of upgrades to their bandwidth-and should immediately begin modernizing. I depend on fast internet for home work and schooling. TDS's preemptive reduction to my service has put my work at risk. I simply request that TDS Telecom restore the speed to what I had before. TDS needs to make immediate improvements to their speed and bandwidth or stop advertising falsely, a service that they do not deliver. A simple purchase and test in my area will prove this argument. Please review the attachments to view the issues.

Thank you.

Ticket: # 1339053 - slow internet

Date: 12/4/2016 8:09:14 PM

City/State/Zip: Turlock, California 95382 Company Complaining About: Charter

Description

frequent drops in quality would switch if it wasn't the only provider.

Ticket: # 1339055 - Paying for the best, receiving the worst with TWC.

Date: 12/4/2016 8:17:01 PM

City/State/Zip: Lumberton, North Carolina 28358 Company Complaining About: Time Warner

Description

Been a paying Time Warner Cable customer for roughly about 5 years total. Over the last year, the service has gotten worse and worse. I've had multiple technician visits and countless hours talking to tech support to no avail. Feel like I keep getting the run-around. To be a residential customer, paying \$200+ a month, I feel as if my problem should at least be fixed or felt like my money is at least getting what I'm saying for but I get far from that. I pay for 300Mgbs Download and 20Mgbs Upload and 90% of the time I maybe get a tenth of those speeds.

Ticket: # 1339074 - Centurylink needs to be investigated

Date: 12/4/2016 8:41:47 PM

City/State/Zip: Dover, Arkansas 72837 Company Complaining About: Centurylink

Description

Starting 2 months ago, everyone in my neighborhood has experienced a drastic decrease in internet speed. Centurylink says there are no issues. We all pay for 1.5 mbps service, and at the fastest we are lucky to get 0.7 mbps. I speak for approximately 50 customers, all having the same issue. The service costs \$76 per month, and has become so slow and intermittent, that we can't even get centurylinks tech support page to load in the browser. They insist there isn't a problem, and we have no other I.s.p. to choose from in our area. Please help! Furthermore, tech support will tell you they did a speed test and it shows 1.5 mbps, and at the same time, I'm looking at my own speed test, which shows 0.73 mbps at best.

Ticket: # 1339239 - TWC Internet Inconsistency and Low Speeds

Date: 12/5/2016 2:20:14 AM

City/State/Zip: Austin, Texas 78752

Company Complaining About: Time Warner

Description

I have been a customer of Time Warner Cable for their internet service for the past year, and it has always been inconsistent, working fine at times and then failing to stream a low quality video very frequently. I am paying for >100 Mbps download and >10 Mbps upload, but in practice my bandwidth never reaches anywhere near this amount. Oftentimes, I can observe that my bandwidth has definitely lowered to <10 Mbps for extended periods of time. My latency also spikes more frequently than is acceptable, as well as generally rising to a level which is higher than acceptable.

I've attached 4 images which contain results from various Internet speed test sources. ooklaspeedtest.png includes an image from the popular Ookla speedtest.net, which I have found always provides results which are observably inaccurate to both my internet quality and the tests from other sources - I sometimes suspect TWC may recognize when an Ookla speedtest is occurring, and improves the quality specifically for that data (although this seems like it would breach Net Neutrality regulations). The other images contain results from speedtests from other sources, including AT&T, speedof.me, and SourceForge. These other tests indicate the problems of general unexpected slowness, abnormal latency, and unreasonably low bandwidth.

I do not know what is causing these issues, but it is absolutely not due to the connections within my home (these have been checked many times), Wi-Fi (I connect through ethernet), or Malware. This issue has been replicated on multiple devices at my home as well. I have contacted TWC previously about the issue and followed all of their instructions, but they were unable to find any issue or provide any relief to the problem.

Ticket: # 1339260 - Comcast over charging

Date: 12/5/2016 5:24:11 AM

City/State/Zip: Chicago, Illinois 60617 Company Complaining About: Comcast

Description

For over a month now Comcast has been charging me for a 150MBPS. I have had countless visits to fix the issue and countless complaints to them. I have there employee come to my house to work on the people's down stairs, while doing so he told my fiancé he'd have to shut off our service and have someone come back and fix it. I told him if he does he better fix mine too. He told me it wasn't his fault came into my own house and made insults about my age an ect. I called Comcast and complained I haven't even got an apology. The reason why I also inquired with the gentleman was because I was concerned my speeds would even be slower. And now they are. I have complained and complained and complained! And the don't even try to hear me out. I have called their coporate office I haven't heard back I am being over charged for a guarter of what I am using. And they don't even fix it they don't even reach out to me. Please get a hold of someone please fix this because there a thousands of people like me being screwed over by big corporations. When you guys contact me please do it through email and not phone as I have very little access to it my email is all I want is someone to come out here spend quality time on my services to finally fix them and an apology from Comcast for the employee who disrespected me because I'm a 22 year old and made rude comments to me to my family Comcast hasn't even reached out to me!

Ticket: # 1339387 - Internet service with Frontier communications

Date: 12/5/2016 10:54:21 AM

City/State/Zip: West Salem, Ohio 44287

Company Complaining About: Frontier Communications

Description

The provider is not providing service, it is intermittent and speed is not as advertised, have called numerous times and get same answer that they are working on the area equipment. this time we've

had no internet for 4 days

called 3 times, service still not restored

Ticket: # 1339439 - Frontier Comunication

Date: 12/5/2016 11:25:16 AM

City/State/Zip: Noblesville, Indiana 46062

Company Complaining About: Frontier Communications

Description

We live in what feels like the Third World section of Hamilton County, IN, 46062 for twenty three years we have had only one option for phone / cable service. Verizon provided service initially but then sold to Frontier a number of years ago.

Here is our story in a nutshell, we have never had dependable phone / internet service in our area. We cancelled our undependable phone service years ago, faxes would not even go thru anymore, too much static to hear peoples voices.

Our internet is so slow and undependable I can often deliver a message to a customer faster by hand. My out box currently has 29 messages waiting to be sent.

Our existing problem with the internet started on 11/21. After spending countless hours on the phone with a very hostile unprofessional tech support, our Frontier / yahoo account is still down. Last Friday evening a young lady named Allison who called me from the Office of the president at Frontier, scheduled a technician to call me this morning at 8:00am, it's 10:04 am still no word from them.

Our best speed this month .36 upload 1.56 down load not even enough to send attachments timely. I can't seem to find anybody who can exert any kind of pressure on this company.

They act like they are above the law and answer to no one. Even the phone monopolies of the past were more responsive.

We pay twice the amount that Frontier currently advertises for their base package in our area which says for speed of 6mbps, how can that be right. 11/21 to 12/5 and counting.

What does the FCC recommend we do.

Remember if you respond by email remember we may or may not get your email. Respectfully Yours

Ticket: #1339717 - Verizon DSL

Date: 12/5/2016 1:43:39 PM

City/State/Zip: Georgetown, Pennsylvania 15043

Company Complaining About: Verizon

Description

Description

My DSL has not work correctly since March. Verizon has been to my house several times but say nothing is wrong but I still do not have good DSL service. At least once a week my DSL goes out and will not work. When I contact verizon about my DSL not working, it takes days for them to get back to me by that time the DSL is usually working again. I pay Verizon for something that only works half the time.

Ticket: # 1339791 - After lowering Internet speed due to data cap Comcast removed

plan internet speed

Date: 12/5/2016 2:26:06 PM

City/State/Zip: Westminster, Colorado 80031 Company Complaining About: Comcast

Description

I down graded from 120 mbps to 25 internet speed in order to afford the new unlimited internet plan due to the DATA CAP. After down grading to 25 mbps Comcast removed the data file from my modem (per tech support) so I no longer was getting 25 mbps and only getting around 640 kbps. Per tech support agent he wasnt sure why Comcast removed the provisioning. So now because of the Data cap not only am I paying the same price for 25 mbps that I was paying for 120 mbps but they are not providing even 1 mbps after the change.

Ticket: # 1339838 - Verizon service below their standards

Date: 12/5/2016 2:49:10 PM

City/State/Zip: Pottsville, Pennsylvania 17901

Company Complaining About: Verizon

Description

I am paying for High Speed internet for which Verizon stated that my speed should be between 1.5 and 3mb. I was directed by Verizon Tech Support to go to SPEEDTEST.NET and let them know the results. my results were .72mb, well below their standards for which I am being charged.

Verizon has not been able to respond or increase my connection speed

Ticket: # 1339962 - Being overcharged by Comcast

Date: 12/5/2016 3:55:37 PM

City/State/Zip: Albuquerque, New Mexico 87114

Company Complaining About: Comcast

Description

I have only Internet service through Comcast in Albuquerque, New Mexico. Comcast has a monopoly for Internet and cable in Albuquerque. I signed up for service of "up to" 50mgbs. After performing speed tests on my network at different times of the day for 10 days, the average speed was 3.5 mgbs. I downgraded to "up to" 25mgbs because as an existing customer I was not allowed to purchase the 10 mgbs package. I have now tested my network and speed is barely 2.5 mobs. I pay over \$60 per month for Internet service only because of their chock hold on this city. I might be almost satisfied if I was receiving at least half the "up to" 25mgbs. Comcast is ripping people off with this caveat "UP TO".

Ticket: # 1340053 - Failure to provide advertised speeds

Date: 12/5/2016 4:30:10 PM

City/State/Zip: Fraziers Bottom, West Virginia 25082 Company Complaining About: Frontier Communications

Description

I was told when I signed up I can get speeds up to 12Mbps. I am paying for an advertised speed of 6Mbps and was hooked up to a port that should be receiving 6Mbps, to date I have only been able to replicate 2.7Mbps download. When I ask if there is anything wrong with the connection I get an immediate lengthy post that states that I am in a High Demand Area and there is nothing they can do. I questioned if they have a plan to help meet the demand and get no response. I have been a customer since April of 2016. They are also advertising that it is a broadband connection that can only get 12Mbps.

Ticket: # 1340259 - Frontier Max Broadband service

Date: 12/5/2016 6:00:25 PM

City/State/Zip: Jerseyville, Illinois 62052

Company Complaining About: Frontier Communications

Description

promised: 1300kb

actual speeds: 100k to 300k (very rare)

I had a previous complaint regarding the same issue with frontier service in the Jerseyville (New Delhi) IL area. The complaint did result in frontier contacting me regarding the service and that the company was working on equipment upgrade and so on. That was February of 2016 now it is December and I do not see any I mean any change or improvement in the service. It does effect the community as a whole with the service frontier provides and should definitely open or let other business entities to compete in the broadband arena in the 62052 and proximity areas. My account with frontier is (6) (6) (cancelled as of 12/05/2016). I am hoping the FCC takes this company to task so that the kids (electronic curriculum) and people working have a better service for their broadband needs.

Ticket: # 1340433 - Internet speed

Date: 12/5/2016 7:50:29 PM

City/State/Zip: Camas, Washington 98607 Company Complaining About: Comcast

Description

Not getting a consistent speed, most day's 30 mbps once in a while I'll get 125 mbps. I'm paying for 200 mbps.

Ticket: # 1340445 - Frontier Internet Horrible

Date: 12/5/2016 7:57:33 PM

City/State/Zip: Shawano, Wisconsin 54166

Company Complaining About: Frontier Communications

Description

I live in a semi rural area that gets DSL from Frontier. The connection regularly drops out and i have never gotten the promised speed from them as long as I've had their service. I've made many attempts to call them and have them service my location but they keep saying they can't do anything to fix the problems. At this point I don't care if they get shut down because anything would be better than this.

Ticket: # 1340759 - Speed not as advertised

Date: 12/6/2016 5:34:01 AM

City/State/Zip: Scotts Valley, California 95066
Company Complaining About: Comcast

Description

After 1 month of regular internet service, speeds have routinely slowed down especially during the evenings. Our download speed will drop down below 1 mbps when we are paying for 20 mbps. Contacting customer support has not led to any resolution. No outages of service are noted during periods of slowdown.

Ticket: # 1340796 - Internet issues not getting the service we pay for

Date: 12/6/2016 9:33:39 AM

City/State/Zip: Dagsboro, Delaware 19939 Company Complaining About: Mediacom

Description

The service is intermittent at best with numerous outages and very slow speeds.

Ticket: # 1340923 - Bait and switch

Date: 12/6/2016 11:15:47 AM

City/State/Zip: Platteville, Colorado 80651 Company Complaining About: Hughes Net

Description

Around November my complaint was closed and I was supposed to receive a response within thirty days from my carrier and I have not gottten any correspondence. Claim number was 1291775 November 1 2016.

Ticket: # 1341526 - poor internet service from Frontier Communications

Date: 12/6/2016 3:22:07 PM

City/State/Zip: Huron, Ohio 44839

Company Complaining About: Frontier Communications

Description

We are paying for high speed internet but getting poor quality and slow internet. We can hardly use our home computer as the speed on most occasions is less than 1mbs. Forget about using an Ipad or IPhone at the same time. It "bombs out" every time we try. This is outrageous. We feel we are not getting what we pay for in quality or speed. Frontier communications bills us \$35 per month for this useless internet. We were told that the "station" is 3 miles from our home and since people are online who live closer, the signal is weakened by the time it reaches us. If Frontier wishes to become an internet provider and claim to provide high speed, they should be forced to upgrade their infrastructure to accommodate ALL of the customers on the network. We are being cheated by Frontier. I complained to them with no response other than it depends how many people are online in the network. Horrible company! Horrible service!!They should be out of the internet service and let real companies who upgrade their lines to accommodate their customers instead of just taking their money every month.

Ticket: # 1341688 - poor (next to nothing internet)

Date: 12/6/2016 4:24:06 PM

City/State/Zip: Shanks, West Virginia 26761

Company Complaining About: Frontier Communications

Description

I am paying \$29.99 a month for frontier internet through my land line phone. We get next to nothing internet service. I have called several times to complain about it, but they always say they will send someone out to check it and no one ever comes. I know that my area has poor internet service but it just keeps getting slower and worse. I heard there was a lawsuit making frontier put in quality internet service. I would just like to know why I am paying almost \$30 a month for very, very poor service and when is it going to be fixed??

Ticket: # 1341691 - Very slow speeds

Date: 12/6/2016 4:24:32 PM

City/State/Zip: Stockbridge, Michigan 49285

Company Complaining About: Frontier Communications

Description

The speeds drop so slow the internet is nearly unusable

Ticket: # 1341998 - internet performance

Date: 12/6/2016 6:39:09 PM

City/State/Zip: Vernon Hills, Illinois 60061
Company Complaining About: AT&T

Description

ISP ATT INTERNET SERVICE HAS BEEN OPERATING UNACCEPTABLY SLOW FOR 3 DAYS

Ticket: # 1342025 - Internet speeds lower than paid for

Date: 12/6/2016 6:53:07 PM

City/State/Zip: Altamont, Illinois 62411

Company Complaining About: Frontier Communications

Description

I have not had internet speed as advertised in the last year and a half that I have had the service. My advertised speed is 6 MB and I rarely get over 1.5 MB I have never gotten over 2.1 MB.

Ticket: # 1342228 - Lied to about data throttling

Date: 12/6/2016 9:38:55 PM

City/State/Zip: Raleigh, North Carolina 27606

Company Complaining About: Sprint

Description

Description

I had called in Nov requesting information about my cellular plan charges. I was offered a different lower cost plan. I asked many specific and pointed questions relating to internet data usage and whether I would be subject to throttling under this new plan, as I consistently use >50gb every month. I was told in no uncertain terms that "no, that will not happen on our unlimited plan." "You will not be subject to throttling." I was told this AFTER the representative I spoke with had consulted her supervisor. I would not have switched plans if I knew that switching would make me subject to throttling or any data cap in general.

The next billing cycle, I was notified by text within 2 weeks that "your data usage has met our data prioritization threshold. you may experience reduced speeds at congestion times." i.e. I was now subjected to data throttling.

I called to ascertain if this was true and was told that "it was company policy and was in sprint's TOS when I agreed to the plan". I had asked SPECIFICALLY about this being the TOS BEFORE I agreed to this new plan. I spoke with 2 representatives both of which had consulted their supervisors. I was consistently and unquestionably told that it would not effect me.

I was clearly lied to. I have no recourse. It hurts because a service that I was otherwise very happy with is now not only incompatible with my usage, but also willing to lie (or at the very least be completely unconcerned with presenting accurate information when signing people to plans) to me about my concerns.

Ticket: # 1342322 - Time Warner Cable Ultimate 300 Plan, only got 30 Mbps

Date: 12/6/2016 11:03:17 PM

City/State/Zip: Rego Park, New York 11374 Company Complaining About: Time Warner

Description

I have paid for TWC's Ultimate 300 Plan, which is advertised to have 300 mbps download and 20 mbps upload, While I have only 15 Mbps over wifi and 30 Mbps over wired cable, far less than what is advertised.

I have contacted their customer service more then 3 times, the issue is still the same.

Ticket: # 1342338 - Internet speeds consistently much less than advertised

Date: 12/6/2016 11:24:56 PM

City/State/Zip: Winter Garden, Florida 34787 Company Complaining About: Bright House

Description

My current cable internet provider advertises a minimum downstream bandwidth of 60 Mbps, but actual observed speeds are anywhere between 5 to 15 Mbps or less.

Ticket: # 1342390 - Comcast Internet speed

Date: 12/7/2016 12:41:34 AM

City/State/Zip: Colorado Springs, Colorado 80907

Company Complaining About: Comcast

Description

I've called multiple times and nothing has been done. In fact tonight I was hung up on several times for no reason. Paying for 150mbps and am lucky to get 72....it's been like this for over a year.

Ticket: # 1342464 - Slow internet

Date: 12/7/2016 7:14:48 AM

City/State/Zip: Guayama, Puerto Rico 00784

Company Complaining About: Sprint

Description

It all starts 6 months ago I notified Sprint slow internet connection they gave me initial credit of \$50 that's a one-time deal . After they investigated the connection issue with the internet they told me that their antennas work over populated and they we're going to upgrade their antennas. Now this was 6 months ago my current status with them is in the pictures just a short glimpse what the problem is no matter what time in the day their internet speed still slower than before, before at least it was over 9 mbs and that's being on LTE and on there map coverage.

Ticket: # 1342484 - Comcast Blast not delivering

Date: 12/7/2016 8:27:45 AM

City/State/Zip: South Bend, Indiana 46628 Company Complaining About: Comcast

Description

Comcast Blast internet speed not delivering as promised. Variable speed tests spread out over the past year from 3 different speed test websites reveal truth. I have been working with Comcast for over a year trying to resolve the issues.

Ticket: # 1342493 - AT&T Unacceptable service

Date: 12/7/2016 8:51:29 AM

City/State/Zip: Pearland, Texas 77584 Company Complaining About: AT&T

Description

AT&T overcharging for internet service that the company is NOT capable of providing. Live in an apartment that only allows AT&T service. Do NOT have the option to change service to ATT competition. Pay for 45 mbps, average 13 mbps. At 5 - 6 am every morning, there is NO internet service. TV service freezes frequently.

Ticket: # 1342526 - Internet in my area is not up to standards

Date: 12/7/2016 9:37:46 AM

City/State/Zip: Eustis, Florida 32736

Company Complaining About: Centurylink

Description

We live in a huge area where we are only receiving 20 mgz download and 1.5 upload. They are not putting in any more fiber and we need this so we can work. Please help.

Ticket: # 1342736 - Breach of Contact - Internet Speed

Date: 12/7/2016 11:41:18 AM

City/State/Zip: Rochester, Michigan 48307 Company Complaining About: Comcast

Description

I am not getting my contracted for broadband speed from Comcast during the high use time period in the evenings from 7 PM to 12 AM. I pay for a 25 Mbps connection (increasing that to 75 Mbps under a new plan has not helped as speeds are still slower than contacted for during the high use time periods.) When I complained one year ago Comcast insisted it was my equipment. Then, after I complained to the FCC, Comcast checked their own equipment and found that it was improperly configured. They fixed the issue and my speeds increased to the agreed upon 25 mbps for a while. However, in the evenings for the past several months I now routinely get 10 Mbps or less. This is unacceptable. Comcast is my only choice for broadband access. They know they have a monopoly and consequently they provide poor service. Calls to them get only an uninformed customer service rep with a script, blaming any issues on my almost new equipment. I'm disappointed that Comcast cannot provide me with the service I'm paying them for. I would like them to upgrade the infrastructure that's servicing my area so that they can deliver the internet speeds I'm paying them for. This needs to be fixed once and for all.

Ticket: # 1342942 - Poor Internet service and weird rules for customer care

Date: 12/7/2016 12:56:02 PM

City/State/Zip: King Of Prussia, Pennsylvania 19406

Company Complaining About: Comcast

Description

I ordered for home internet service with Xfinity of Comcast and paid \$25 upfront, my account number is (b) (6).

last sunday, i.e., 12/04/2016. The internet speed was good on that day, as promised. I was getting the speeds of around 150 Mbps+ but only for that day. I

actually planned to have my cable modem router (Certified to work with Xfinity) which I ordered on Amazon. However, due to the delay from Amazon, I couldn't

get my router and modem (one item) on the day of installation, because of which I had to go ahead with their device. However, I got it clarified from the

customer care that I will be replacing their device with my modem (Xfinity certified) on Monday, as I was expecting the device on Monday. I was also

informed by customer care that there won't be no charge if i returned their device within 24 hours, failing which there would be a prorated fee for the

device (\$10 per month) for the number of days the device is with me. I was okay with that condition, as I didn't have any other choice.

On Monday evening, I called the customer care to activate my cable modem+router for the internet. Upon activation, the speeds dropped to ridiculously low

levels, to the range of 20-30 Mbps. I informed the same over to them, for them to resolve the issue. However, I was transferred from the normal customer

care to Tier-II and then to Tier-III to help me with the issue. However, there was no change in the internet speed even after restarting the device,

rebooting the device etc. It's worth mentioning the fact that the cable modem router which I purchased (Netgear C3000) from Amazon was Certified to work

with Comcast for speeds upto 340 Mbps. My internet speed was supposed to be in the range of 150 - 175 Mbps as it was on the first day. However, the speed

shouldn't have been slowed down for the change in the device.

Anyways, I requested the customer care to send a technician to resolve the issue, as it was one of the options which the customer care provided me as part

of their resolution. Here comes the weird thing. When asked if the technician's consultation would be free, i get the weirdest reply. I was told by the

Tier-III customer care executive that the technician's visit would not be free and I would be charged anywhere from \$50-\$75 if they found that the low

internet speed is because of the modem which I purchased.

How stupid is that thought. I am customer seeking an internet service and I am paying around \$70 a month for the service. I purchase a modem router

certified to work with the service provider and it gives the speed equivalent to 1/5th of the promised speed. Instead of resolving my issue, I am being

charged for a technician's visit even though it's the service provider who is unable to deliver the promised service.

Moreover, I would like to add an update today, that the speed has further dropped from 20-30 Mbps levels to 10-15 Mbps level.

I request FCC to help me resolve this issue and give me the speed for which I was promised and not to extort money from me by taking undue advantage of my situation.

Ticket: # 1342944 - Internet connection is terrible

Date: 12/7/2016 12:56:37 PM

City/State/Zip: Bumpass, Virginia 23024

Company Complaining About: Verizon Wireless

Description

I have been with Verizon for a number of years. I work from home and I cannot get consistent service from the internet or phone service. I pay them over \$234 a month for terrible service. Sometimes the internet is so slow that I have to walk away and come back. It takes 15 minutes for the screen to move. How do they get away with charging these fees and then telling you that it is the area you are in. I tried other providers like AT&T but they tell me they aren't allowed to overlap due to the laws in place. That's just great. No competition. No wonder they don't' have to provide you with decent service. I have called numerous time and I am told they can't do anything about it. I don't have any options and I work from home and have to have high speed internet. What a mess.

Ticket: # 1343240 - Faulse Promises and Faulse Advertisement of products.

Date: 12/7/2016 3:05:40 PM

City/State/Zip: Frisco, Texas 75034 Company Complaining About: AT&T

Description

I like many customers of AT&T-Uverse services are being scammed and robbed. I am paying for internet package which offered 45-gigabyte service. I also receive my telephone and television as a combined package. Isolating my use to one computer, one TV, and phone, I continuously suffer from low speed issues. On average my internet speeds are only running between 25-gigibytes and 35gigabytes. Often my speeds are as low as 11 to 19=gigabytes. When I contacted AT&T about this, I asked them to send a technician out to correct this problem. They tested my line and said they found it to be working in acceptable range. I asked them what that meant an was tolled, if my service was working from a range of 25-gigibytes to 35-gigibytes that this is an acceptable working range. I remarked that my contract was for 45-gigibytes not 25 to 35 average. They proceeded to advise me that if they sent out a repairman that they were going to charge me an hourly rate to investigate my request. I am a retired Bell South technician and appalled at this kind of intimidation and evasive attitude towards me but I suggest I am the tip of the Ice-burg of a broader nefarious activities in practice. My service is (DSL) which requires it to give a constant measured service contracted for. Not to be marginalized to fit AT&T's narrative on mediocrities. If I am paying for 45-gigibytes, I am happy to be paying for it. But If all I am going to get is a guarantee minimum of 25-gigibyet than I expect to only pay for 25-gigibytye. Not a possibility of 45-gigibytes. P.S. This is how AT&T plans to buy Time Warner. By steeling for its customer base.

Ticket: # 1343396 - Mediacomcable Outage with no Compensation

Date: 12/7/2016 4:14:13 PM

City/State/Zip: Decorah, Iowa 52101

Company Complaining About: Mediacom

Description

I have been a Mediacom customer for over a year now. This November saw my speeds go from 100MBps down, to 5MBps down. This continued for over half the month and I was never notified of any outages. No compensation on my bill was made. I just went down to the local office, and was told by a rep in person, that no compensation will be made for anyone due to the outage. I have repeatedly contacted them about my outage. A tech came and inspected my hardware. Nothing was wrong with it. My house. Again nothing wrong with it. He told me a team would come inspect lines outside my dwelling. That person never showed up. Since that time, my speeds are closer to what I pay for, but still not what I actually pay for. Mediacom lies to their customers, provides shawdy service, and does nothing to compensate their customers for problems that are Mediacom's fault. They really need to be held accountable for their actions.

Ticket: # 1343573 - Poor Internet Service

Date: 12/7/2016 5:33:21 PM

City/State/Zip: Dagsboro, Delaware 19939 Company Complaining About: Mediacom

Description

I have lived at my current address for 3 years and had Mediacom as my internet provider. I originally had a bundle of TV, phone and Internet. The TV, phone, and Internet went out so often I canceled the TV and phone service. This is after numerous calls and complaints to Mediacom. They came and replaced my modem twice and each time said everything was working. The last time they said if I paid \$5.00 more per month it would be better. I did and the problem is still taking place and I pay more per month. If there was another provider I would have changed long ago. Before their last visit I could stream movies on Netflix but now have to go through my IPad to get reception. On numerous occasions the TV could be reset from their call center when I had the TV. Now, all I have is the Internet and I get intermittent reception, get dropped frequently and the speed is ridiculously slow.

Ticket: # 1343720 - Mediacom having region and nationwide speed issues.

Date: 12/7/2016 6:47:19 PM

City/State/Zip: Geneva, Illinois 60134 Company Complaining About: Mediacom

Description

Mediacom has something going on nationwide/regionwide. Speeds are insanely slow. My neighborhood has been having problems every single day starting at 4:30pm and going through the next morning. Mediacom has confirmed that over 100 people are affected in my neighborhood, but nothing has been done to fix it. Speeds should be 150mbps down and 25mbps up. Nightly speeds drop to about 5mbps down and 0.01mbps up. Mediacom's forum is flooded with people all having the same issue. Upload drops to nearly nothing every single night. Nothing is being done, yet they are promoting their new gigabit service like crazy, despite not even being able to provide 99% of what consumers are paying for each night/weekend.

Their tech has come out to my house and confirmed my equipment (modem and router) are fine. He couldn't even get a connection with this own equipment and stated that there is a problem in the whole area.

Ticket: # 1343728 - Time Warner Cable Saturated Node - Brooklyn

Date: 12/7/2016 6:58:23 PM

City/State/Zip: Brooklyn, New York 11220 Company Complaining About: Time Warner

Description

My area has high utilization every night. TWC promises 80% of advertised speeds, but every night, everyone who uses TWC internet in the area gets at most 10-15% of what they pay for. This has been happening for 3 months now. TWC refuses to admit that there is an over utilized node, and therefore refuses resolve the speed problems.

Ticket: # 1343907 - Frontier Internet

Date: 12/7/2016 8:39:03 PM

City/State/Zip: Fort Worth, Texas 76244

Company Complaining About: Frontier Communications

Description

I live in Fort Worth, TX and Frontier is my ISP. I had Verizon for years and never experienced problems with coverage or reliability. That is not the case anymore. Frontier is basically stealing from me. I pay them for a service that they do not provide. Their Internet (and cable for that matter) is absolutely terrible. Completely unrealiable and slow.

Ticket: # 1343957 - Internet Speeds

Date: 12/7/2016 9:13:00 PM

City/State/Zip: Jeffersonville, Indiana 47130 Company Complaining About: Time Warner

Description

Paying for 200 mbps and only receiving approximately 100 mbps. Had the companies technician come out to the house and they checked my computer, modem, indoor / outdoor wiring, box outside and concluded the issues was not with my setup, yet on their end upstream. It has been over 6 months and still no resolution and the reason for the grievance. Internet speed test have been done

@<mark>(b) (6)</mark>

Ticket: # 1344055 - Speeds not as advertised

Date: 12/7/2016 11:05:55 PM

City/State/Zip: Fayetteville, Arkansas 72703

Company Complaining About: AT&T

Description

I pay \$62 a month for 18mps lately I'm lucky to get 12mps with only one device connected to WiFi. When I call to complain the company puts me on hold for over an hour, or just let's me talk to an unhelpful robot. I've restarted my router several times. I'm very unhappy with AT&The right now.

Ticket: # 1344077 - Throttling Date: 12/7/2016 11:17:52 PM

Date. 12/1/2010 11.17.52 PW

City/State/Zip: Lufkin, Texas 75904

Company Complaining About: Consolidated Communications

Description

My ISP, Consolidated Communications, is throttling and under delivering internet speeds. It is also charging me charges for equipment maintenance that was never done.

Ticket: # 1344091 - Internet speed

Date: 12/7/2016 11:34:37 PM

City/State/Zip: Sunbright, Tennessee 37872

Company Complaining About: Highland Communications

Description

My fiber internet is so slow, 1.5 Mbps is the fastest it will go. I called and complained this afternoon and now I'm only getting about 370 Kbps. Considering I pay \$100+ per month for phone and Internet the least highland communications could do is actually provide the services I pay so dearly for.

Ticket: # 1344107 - very slow internet speed.

Date: 12/7/2016 11:52:26 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Description

I don't have a choice for my internet supplier, so I have Frontier Communications. My internet speed is very slow. I was told I am allocated 6.994mbps (70% is to be satisfactory). The highest I have ever seen doing the Frontier speed test is 2.68mbps with 0.69mbps download speeds recently. Attached is a pic of a recent speed test.

Ticket: # 1344119 - Slower internet since Time Warner became Spectrum

Date: 12/8/2016 12:10:18 AM

City/State/Zip: Los Angeles, California 90005 Company Complaining About: Time Warner

Description

In the aftermath of Time Warner becoming Spectrum, my internet costs have increased by \$10 per month. While this is annoying, I noticed it and chose not to cancel. What has also changed, which I was not notified of, did not agree to and am angered by, is the massive decrease in the speed of my internet service. At times, my internet runs at approximately half of its former speed.

Ticket: # 1344148 - Internet throltting

Date: 12/8/2016 1:41:28 AM

City/State/Zip: North Scituate, Rhode Island 02857

Company Complaining About: Verizon

Description

I pay for 150/150 I'm lucky to get 50/50 daily. I'm not going to keep resetting my router it's not right. I am getting faster service on my phone at times.

Ticket: # 1344150 - I'm not getting the service I'm paying for from Comcast Xfinity

Date: 12/8/2016 1:45:19 AM

City/State/Zip: Chicago, Illinois 60618 **Company Complaining About: Comcast**

Description

For the past several days now my internet has been going out, and when it's not out it's been far slower than the advertised speed I'm paying for. I've tried contacting them and they continue to give me the run around with no information and no word of whether they'll refund me for this.

Ticket: # 1344169 - Internet Date: 12/8/2016 2:40:44 AM

City/State/Zip: Massillon, Ohio 44646

Company Complaining About: Massillon Cable Tv

Description

Massillon Cable TV is nothing but a bad Monopoly with far below standard speeds and false advertising. They throttle there customers and charge for speeds higher then are received

Ticket: # 1344458 - Internet speed not getting fixed

Date: 12/8/2016 11:57:32 AM

City/State/Zip: Shelby Twp., Michigan 48317 Company Complaining About: Comcast

Description

I have internet through xfinity and have been experiencing slow speeds for a few months. Slow enough to not be able to stream videos and at times unable to connect to the internet at all. I have called xfinity a number of times to try and resolve the issue however they just continue to restart my network. I am paying to get 75 Mbps but am only receiving 40-55 Mbps.

Ticket: # 1344815 - Poor internet quality

Date: 12/8/2016 2:41:36 PM

City/State/Zip: Star City, Arkansas 71667 Company Complaining About: Centurylink

Description

With Century link I pay for 3 Mbps internet speed. I RARELY achieve more than 1 Mbps and typically .60 or less. I have complained numerous times and have been hung up on, told there is no issue, and even been told that's the best I can hope to get !! My service tech in my area is great and has even had a new line installed but it did not help. Corporate call center doesn't seem to care. Can anyone PLEASE HELP! I only expect somewhat CLOSE to what I pay fo .

Ticket: # 1345385 - Comcast/Xfinity Internet Service

Date: 12/8/2016 7:05:05 PM

City/State/Zip: Salt Lake City, Utah 84108 Company Complaining About: Comcast

Description

I have numerous complaints regarding my Xfinity/Comcast internet. I am currently on an "internet" only service. No bundle, no cable TV. So, already I am paying a high amount because I only use a single service.

The service package on my account is listed as Performance Internet with 75 Mbps. I had an extra speed added for an additional \$13.00 per month, which increased my speed to 150 Mbps. Over the last year while completing numerous tests, the highest download speeds I have had are 30 Mbps. In my household of (2) people we routinely have issues of slow streaming, slow phone response, and slow tablet response. Maybe I don't fully understand or I have too high of expectations, but if I am paying for 150 Mbps of service I should be entitled to have that service perform as shown. When asking what the issue is, I cannot get a clear or good answer. All the response has been is that I "should be seeing speeds at or around 150 Mbps". When there are limited options in my area, I feel that the providers can get away with things that would not happen in areas where there is increased competition. The Xfinity reps also routinely comment on my "personal" and non-Xfinity modem and router I use as the possible problem. This is not the case as I have purchased equipment that is upto-date and compatible with available services. Additionally I don't want to pay the absurd lease fee imposed by Xfinity to have the equipment.

Additionally, there is an offer being currently shown on the Xfinity website for 250 Mbps of internet service for \$50.00 per month with a 24 month contract. When I contacted the analyst regarding what I see on the website, I was informed that it is strictly a "promotion" for new customers. No where on the website where the offer is shown does it state that it is for "new" customers only. The analyst also tried to offer me an upgrade to bundle and save by adding faster internet and Cable TV. I informed him that I did not want TV, but would like to pay less for a single service (internet). I was informed that this is not possible. How can a single service cost more than a bundle of two services? Especially when I do not want the second service. I am fully willing to enter into a 24 month contract if I can save \$30 - \$40 per month.

I should be able to shop for and find a specific service that fits my needs for reasonable price. I should not feel forced into a service in order to save money or increase my service level. I am tired and frustrated with Xfinity internet service. It does not perform well and costs a lot for how terribly it performs. I am also tired of having to "bundle" in order to pay less for a better service that other customers can access.

Ticket: # 1345456 - Bandwidth Throttling

Date: 12/8/2016 7:56:24 PM

City/State/Zip: Falls Church, Virginia 22044 Company Complaining About: Verizon

Description

I pay for a 100 Mbit/s fiber connection from Fios, but frequently see speeds throttled to anywhere from 25-40 Mbit/s. I connect from my PC via an 802.11AC wi-fi network, with the router located 15 feet from the PC.

Ticket: # 1345547 - Cox communications

Date: 12/8/2016 8:59:56 PM

City/State/Zip: Tucson, Arizona 85730 Company Complaining About: Cox

Description

To all considering Cox for their internet service, they charge outrageous prices and you only get half of what your paying for. I pay close to 220 a month for services and since august 2015 my service intermittently works. I have had numerous service calls and cox "fixes" this issue and two hours later, it doesn't work again. Each time I call in, I have to explain this whole problem from scratch to the next agent. It's now December so you would think they would have figured this out by now. I'm so frustrated!!! I have spent more time in trying to "troubleshoot". I wish this company was not a monopoly because I would take my hard earned money to a company and service that actually provides what I pay for. Ripoff!!

Ticket: # 1345687 - Airwave Networks Throttling Connection

Date: 12/8/2016 11:38:10 PM

City/State/Zip: Norman, Oklahoma 73071

Company Complaining About: Airwave Networks

Description

Every night after around 8:30PM my internet connection slows to the point where it is nearly unusable. My livelihood is making videos, so this impacts me greatly. Airwave Networks is certainly throttling my internet connection. I get way less speed than I should, and they won't do anything about it, claiming it's just high traffic. I called them a couple months ago, the "engineers tweaked something" and my speeds went way up for about a week, before resuming their awful slowness.

Ticket: # 1345804 - xfinity charging for service they can't deliver and will not fix the issue

Date: 12/9/2016 8:09:08 AM

City/State/Zip: Indianapolis, Indiana 46239 Company Complaining About: Comcast

Description

I pay 25 extra for faster internet and have for eight months. I found out this week that they have slowed me down with a screw in device on my service. This device has been there for at least eight months and I set my appointment up with them to check the service, and they didnt show up. When I called they said they did come and didn't need to talk to me. This is not true, know one came to my house and after a few minutes i called back and talked to someone else who confirmed know one came. I told them I want a refund of the money im paying for this service or out of my contract since they have not been giving me what I am paying for. They played a shell game with me passing me from one person to another for over an hour then I talked to someone who said it is my fault that my service is slow. This lady said my modem is old and needs updated, and no one has ever said anyting to me about this until now when im complaining. She stated that its not their fault and my modem is to blame, even though the tech that came out said I have a filter on my line that makes a 24 land highway a 2 lane highway. I feel like im being fleeced by these people, when I call to complain they move my from person to person until they wear my out. my internet speed is 10mb down and 12mb up. It has always been this slow and not even in the ballpark of what they say im paying for.

Ticket: # 1345939 - Missed appointments and poor service

Date: 12/9/2016 11:00:55 AM

City/State/Zip: North Myrtle Beach, South Carolina 29582 **Company Complaining About:** Frontier Communications

Description

Frontier Communications missed two scheduled appointments (12/7/16 and 12/8/16) without notification. After the second missed appointment I escalated and spoke with a supervisor, Rebecca Burchette, who impolitely told me I would have to wait two weeks for another appointments.

Ticket: # 1346208 - Poor Quality of Service

Date: 12/9/2016 1:09:27 PM

City/State/Zip: Portland, Michigan 48875 Company Complaining About: AT&T

Description

I am paying for 3MB download I can't even use ebay or amazon. My smart phone is much faster than my land line. Customer support isn't helpful saying its my equipment. When they have completed their questions they just transfer me to another tech. Very unhappy with AT&T UVerse!

Ticket: # 1346284 - Paying for services not receiving - internet non-existent

Date: 12/9/2016 1:40:01 PM

City/State/Zip: Easton, Washington 98925 Company Complaining About: Centurylink

Description

Description

We have two homes both in rural areas of Washington State. The first is located at (b) (6); Easton, WA 98925. The second is located at (b) (6); Roy, WA 98580. We were sold but not delivered broadband of 1.5 Mbps at Roy and it took us 8-10 repair calls and hours and hours of calls to get the service finally connected - and rather than give us a credit CenturyLink turned us over to collections for services we did not receive. In Easton we were sold and have been paying for 1.5 Mbps but are only getting upwards of .75 and most times it is less than that around .25 - .53 Mpbs download. We have been told that CenturyLink has over provisioned the connections which means that everyone is paying for service but not receiving what they are paying for which is a consumer protection violation. We have also been told that the company will not let the technicians take the corrective action necessary to resolve the problem - rather they simply refer our service calls to "engineering" but the company refuses to take the corrective action. I have attached SpeedTest samples to give you the proof you need.

Ticket: # 1347033 - Very slow internet, inconsistent, reduced my speeds

Date: 12/9/2016 6:42:47 PM

City/State/Zip: Eagle River, Wisconsin 54521

Company Complaining About: Frontier Communications

Description

(b) (6)

Ticket: # 1347234 - 100mpbs TimeWarner/Spectrum Internet false-advertising

Date: 12/9/2016 9:58:24 PM

City/State/Zip: New York, New York 10010 Company Complaining About: Time Warner

Description

i'm paying for a 100mbps download connection but multiple speed tests show that i'm only downloading at 8mbps.

Ticket: # 1347342 - Poor internet speeds

Date: 12/10/2016 1:06:29 AM

City/State/Zip: Clarkston, Michigan 48346 Company Complaining About: AT&T

Description

Poor internet speeds have persisted since the last time a complaint was filed. Inconsistent and less than advertised speeds.

Ticket: # 1347405 - internet is slow and sometimes no internet at all

Date: 12/10/2016 8:48:06 AM

City/State/Zip: Hustonville, Kentucky 40437

Company Complaining About: Windstream Communications

Description

Our Windstream internet service is extremely slow when it works. Sometimes we do not have any internet service at all. I am not the only one having this issue. Several houses and businesses in my area are experiencing the same problems. We are paying for 1.5Mbps internet speed and have never gotten it, but now our speeds are even slower or no internet at all. This has been a problem since November 23rd and is still a problem today, December 10th. I have called the helpline several times as well as my neighbors but nothing has been done to correct the problem.

Ticket: # 1347454 - Att run around.

Date: 12/10/2016 10:58:56 AM

City/State/Zip: Lombard, Illinois 60148 Company Complaining About: AT&T

Description

I contacted ATT. After receiving a mailed offer in my mail box. I set up severe as stated in mailing ,internet,tv, phone. It states for \$89 dollars I get 45 mbps for internet. For \$10 more I get 75mbps. I requested the 75mbps. THEY REFUSE TO GIVE ME WHAT I'M PAYING FOR!!!! They gave me 45mbps but are charging me the 75mbps price. (\$99). I have called them they won't honor the mailing. I filed a complaint with the fcc got a call from Eric Watts from ATT.he left a voice mail to call him. I have tried several times all I get is his voice mail,left messages. Now I get a email stating case closed. I have gotten no where with ATT.

Ticket: # 1347492 - DSL SPEED

Date: 12/10/2016 11:46:49 AM

City/State/Zip: Townville, Pennsylvania 16360

Company Complaining About: Windstream Communications

Description

I am being charged for 3 mps and only getting a average speed of 0.95 mps.

Ticket: # 1347621 - AT&T U-verse / Internet 24

Date: 12/10/2016 2:30:52 PM

City/State/Zip: Weston, Florida 33327 Company Complaining About: AT&T

Description

We have called several times to report very slow and intermittent internet bandwidth. Measured below 10 MBps / 4 MBps.

Ticket: # 1347852 - COMCAST complaint - Charged for internet service that has not worked through entire 2016

Date: 12/10/2016 7:20:57 PM

City/State/Zip: Cape Coral, Florida 33904 Company Complaining About: Comcast

Description

You can reach me on my (b) (6)

We have had multiple visits this year for our poor internet service throughout 2016. We have been told to replace modems (4th modem in our year of service) and have had to coordinate 5 technician visits without correction. Most recently, on 11/28 we were told they may have to run a new cable from electrical pole to house and we were required to have trees cleared that were blocking line. As a result, I paid a tree cutting company to come and clear everything out (\$250) Acorn Tree service and then called them and asked to immediately come out as internet service was still not working properly. Upon the latest visit (on 12/7), I had a relative who owns a telephone/interconnect company talk to the service technician as he arrived and asked specific questions on which tests he is performing and the specific readings of each. Upon his conclusion, he ended up finding the power amplifier was blown (within 15 minutes of testing) and that was the sole reason the internet wasn't working this entire time. We have had 4 modems replaced, 5 previous service calls and nothing was fixed until this past week. The signal went from 1MBPS to > 50 MGPS upon this repair. As a result of this issue, we will be filing a formal complaint with Comcast, the FCC and demanding a credit for our entire 2016 Internet charges to our account immediately. We will be taking this up with an attorney and filing formal complaint if not resolved before end of year (Dec 2016). Please contact us at (b) (6) to resolve this issue. Our comcast you will find the multiple visits and our calls to your call center with Account #:(b) (6) complaints. We have initially paid for the highest internet service (150MG) Blast as told it was due to service we were purchasing. Upon realization that it didn't improve we ended up reducing the service costs to what it is today (75 Blast). This has been deceptive business practices along with incompetent technical support which has led to us paying hundreds of dollars for unnecessary tree cutting (from Electrical pole in street) as well as paying over \$600 for internet service that we have not been receiving in 2016 (even more when adding the added cost of 150MG Blast service).

Please contact us for additional questions or steps to formally file this complaint.

(b) (6) Cape Coral, FI 33904 (b) (6)

Here is recent message once I told them I was pursuing action. I have not heard from them yet (although they say they tried to call us). We have messages from others but not Comcast.

From: "CENFLR-Florida (b) (6)

(b) (b)

Sent: Monday, December 5, 2016 4:56:18 PM

Subject: Comcast Complaint: ESL02791130

Good Afternoon (b) (6)

Thank you for contacting our Executive Office with your questions and concerns. We would like the opportunity to resolve your issue however we are unable to reach you today.

I tried calling you at (b) (6) but a fax machine answered. Is there a better phone number to call you on?

Please contact me at 561-227-3424 at your earliest convenience, so we can discuss your concerns between the hours of 12:00pm-9:00pm Monday through Friday. If your availability falls outside of those hours you may communicate through E-mail and I will respond at my earliest convenience.

Sincerely,

Richard C. Florida Executive Customer Relations Office 561-227-3424 Office hours 12pm-9pm EST (Monday-Friday)

Ticket: # 1347995 - Non existent service after 7pm every night

Date: 12/11/2016 12:39:59 AM

City/State/Zip: Coral Springs, Florida 33076

Company Complaining About: Advanced Cable Communication

Description

Every night after 7pm the internet goes down to below 3mbps on average with over 400 ping. Screenshots attached. At 6am the internet is fine - see screenshots. 2 service calls have been scheduled so far and no one has showed to either however Wesley (employee #9) mentioned on a call on 12/10/2016 that it was my fault for missing the appointment even though I was at home the entire time today specifically for this appointment. I asked to speak with customer service for their corporate account and was told they did not have one. I asked for what solutions they had to change my speed back to normal and was told that Wesley could do absolutely nothing on 4 different occasions. There is a problem with my internet apparently that ONLY comes up at 7pm like it does for the many other people in my community who have complained about the EXACT same issue on ACC's Facebook page. But apparently the problem is with my equipment. How is it that the bandwidth and latency are perfectly find prior to 7pm and then 10 pm i go down to 2mbps when I am paying for 50 mpbs?

Ticket: # 1348043 - Internet/cable

Date: 12/11/2016 8:00:07 AM

City/State/Zip: Columbus, Ohio 43228

Company Complaining About: Time Warner

Description

Our internet us at best intermittent wi/if download ..07 to upload of..00 we pay 150 a month for bundle and deserve better time warner has more excuses than you can imagine . I have. Been saving time tests and can provide proof sometimes normal most not, it spurts like blood pumping from an artery

Ticket: # 1348120 - windstream phone service

Date: 12/11/2016 12:09:45 PM

City/State/Zip: Cumberland, Ohio 43732

Company Complaining About: Windstream Communications

Description

Description

I'm so tired of the very poor service I receive from Windstream. I have to call this company every two days to get no where with my problem. They tell me that they will fix it but never have it complete by the date they keep promising. They just keep changing the date to fix it. I've been without incoming calls for over a week now. Please this company needs better service.

Ticket: # 1348282 - Internet speed

Date: 12/11/2016 4:19:14 PM

City/State/Zip: Omaha, Nebraska 68154 Company Complaining About: Cox

Description

I am suppose to be getting 150Mps and on weekends that speed drops to barley 20Mbs. I constantly buffer and sometimes it is unusable. My ISP is Cox Communications. During weekdays it usually works fine.

Ticket: # 1348420 - Internet prices and throttling connection speeds

Date: 12/11/2016 7:37:43 PM

City/State/Zip: Morgantown, West Virginia 26505

Company Complaining About: Comcast

Description

I'm a current comcast customer. I've been signed up for the blast Internet package for over a year. Last year I called in complaining to the company about it's over pricing for Internet speeds that aren't available in my area. I asked for them to give me a discount on the price. They wouldn't give me a discount at all. They claim that I should be getting speeds up to 160mbs with their blast Internet. I barely get 90 at my house. Why am I paying a high price of \$82 dollars a month? Especially,for speeds that are unavailable in my area. An executive at comcast gave me a break on the price for 6 months. Now that price break has gone back up \$82 dollars a month. It also seems like my connection has gotten slower as well. I still don't get the 160mbs they claim I should be getting. How is this pricing system fair? I'm paying for a service that I don't even get the fUllman amount of.

Ticket: # 1348525 - Very limited bandwidth

Date: 12/11/2016 9:58:07 PM

City/State/Zip: Balmorhea, Texas 79718

Company Complaining About: Windstream Communications

Description

DSL accounts are oversold, or most accounts throttled beyond legal limits. With a 25 meg account, downloads run at 30 to 100 kBps. To download a DVD takes all day and all night. Many in the area of Balmorhea texas have the same issue. After multiple attempts to have tech support fix the problem, they say nothing is wrong with my computers or the lines to the CO. The main office was to "fix" the Dslam, but they drop my "ticket", stating that nothing is wrong.

Ticket: # 1348636 - Century Link

Date: 12/12/2016 2:46:26 AM

City/State/Zip: Idleyld Park, Oregon 97447 Company Complaining About: Centurylink

Description

Century Link has oversold internet in our area and our internet service is pathetic.

Average speeds are less tax half of what we are suppose to get. I was told years ago that this was going to be repaired but nothing has been done. It just gets worse.

Ticket: # 1349284 - Internet and TV working very slowly TV is freeing and Internet is dropped

Date: 12/12/2016 2:44:20 PM

City/State/Zip: Pompano Beach, Florida 33069 Company Complaining About: Comcast

Description

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

Ticket: # 1349458 - 80% slower advertised speeds for past 3 years - No price break

Date: 12/12/2016 3:44:37 PM

City/State/Zip: Circleville, Ohio 43113

Company Complaining About: Frontier Communications

Description

Frontier internet has told me that DSL is the best my house can get. I am currently paying for 6MBPS/Down and 1MBPS/Up.

Frontier has consistently told me that there are "connection issues in the area that they are working on.", but they have been there for 3 years?

After getting the run around for some time, I asked for a pro-rated price for my internet because I am getting at best 80% less than advertised speeds that I am paying for. They have refused this and have actually tried telling me that I am paying for a good deal as well as could be paying more money for service that I am paying for. They cannot guarantee speeds, but for them to only provide a fraction of what is advertised seems a bit misleading.

Ticket: # 1349739 - Comcast Internet and Television Outages

Date: 12/12/2016 5:36:45 PM

City/State/Zip: Chicago, Illinois 60639 Company Complaining About: Comcast

Description

Since August of 2016, I have been paying for 75 Mbps download speeds. For the first month, I was only getting up to 15 Mbps. After reaching out to Comcast numerous times, they temporarily resolved the issue. For the last six weeks, however, the issue has returned. Not only are my download speeds dropping considerably, the network routinely disconnects. In addition to this, my cable television now experiences frequent outages as well. I am paying \$120 every month to receive a quarter of the promised services when they actually work, and that is becoming less and less frequent. I have contacted Comcast's customer service department a number of times. Finally two weeks ago, they agreed to send someone to look into the cable line. But in a typically Comcastic move, no one ever showed up. Comments to their social media page are also going unanswered.

Ticket: # 1349849 - Horrible Internet Connection

Date: 12/12/2016 6:30:04 PM

City/State/Zip: Tuttle, Oklahoma 73089 Company Complaining About: Atlink

Description

It's time to provide Tuttle Oklahoma with DSL options or Fiber. Internet connection is so awful in

Ticket: # 1349851 - Speed less than advertised or paid for

Date: 12/12/2016 6:31:50 PM

City/State/Zip: Janesville, California 96114 Company Complaining About: Zito Media

Description

I pay for a 100 meg connection... I have been getting less than 8 megs for over 2 months. The isp has said there is a piece of equipment that needs to be replaced to fix most of the problem but has continued to not fix the problem. The problem started the 3rd week of September and it is currently the 2nd week of December with the same issue. They have said a local optic fiber pieces needs to be replaced and continue to say that it will get done eventually.

Ticket: # 1349912 - Internet issues

Date: 12/12/2016 7:12:20 PM

City/State/Zip: Humacao, Puerto Rico 00791 Company Complaining About: Boom Net

Description

Since the past month I have been having problems with my internet speed. The speed was less than advertise and the speed I was paying for. I called the company over 20 times. Every time I called I was told that they will fix the problem, which they never did. They told me they will call me back with a solution and that never happen and if they did they would tell me they will call me me again and that never happened and they never offered a solution nor fixed the problem. They told that they where going to send a technician over to my house and they never sent no one over. The last time I called I told them they were not complying with our contract and that I did not want to deal with no more. They said they were going to send someone over to my house to pick up their equipment but no one has come to pick it up. And they are still charging me for the internet service. They are also charging me full price even though I don't have the speed and they are not willing to waive the early termination fee even though they are at fault. I am paying for 4mb download and 1 mb upload. I want to end the contract because they don't know when they will the problem be fixed plus they are charging the full price.

Ticket: # 1350128 - On going issue

Date: 12/12/2016 10:16:28 PM

City/State/Zip: Atoka, Tennessee 38004

Company Complaining About: Ritter Communications

Description

My family pays for their best internet package and on a daily basis the internet drops below their cheapest internet speed. The package is 100 Mbps up and down. For the past three days it has been 10 Mbps up and down and we still pay for their biggest package.

Ticket: # 1350179 - Internet is not the correct speed it should be

Date: 12/12/2016 10:47:33 PM

City/State/Zip: Shakopee, Minnesota 55379 Company Complaining About: Comcast

Description

I tested the internet it is not the advertised speed as it should be. I tried working with the comcast guy last time, and he was impatient and gave up... Please call me to get this fixed.

Ticket: # 1350214 - Ritter Communications selling service they can't provide.

Date: 12/12/2016 11:30:15 PM

City/State/Zip: Atoka, Tennessee 38004

Company Complaining About: Ritter Communications

Description

My cable provider, Ritter Communications based in Jonesboro, Arkansas, does not provide Internet access consistently. We have have daily issues with our Internet going out multiple times a day every day for several years. Ritter is not making any efforts to improve our issues and I believe they are selling more bandwidth than they could possibly provide. Two different techs told me that my home is served by a 300Mbps node, but it serves 100s of households, many being provided with 100Mbps speed packages.

The company does not deny the issue when I bring it up.

Ticket: # 1350699 - Throttling

Date: 12/13/2016 12:21:59 PM

City/State/Zip: Columbus, Indiana 47201 Company Complaining About: Comcast

Description

I'm being unjustly throttled, yet again, by Comcast, when I pay an extra fifty dollars a month for unlimited data.

Ticket: # 1351784 - Fees charged by Windstream Communications

Date: 12/13/2016 6:51:08 PM

City/State/Zip: Moody, Alabama 35004

Company Complaining About: Windstream Communications

Description

Windstream continues to not provide services guaranteed in contract with its customers. Internet speeds are less than half of what is promised. Fees that they say are required by the FCC are astronomical. Fees in some cases are as much or more than the cost of the actual service. This company continues to take advantage of people living in rural areas, as Windstream is the only option we have in on area. Please investigate this situation and bring resolve to many hard working Americans in rural areas.

Ticket: # 1351848 - Internet speed

Date: 12/13/2016 7:22:27 PM

City/State/Zip: Lakebay, Washington 98349 Company Complaining About: Centurylink

Description

Our internet speed from Centurylink is so painfully slow I've had to resort to mostly using cell phone data. I was told my area is on an exhausted switch with no plans to upgrade. Others have been told new customers will be added until it stops working. Internet is not s luxury any longer. It's a necessity. We do not have the choice of any other providers and this has been going on for years and getting worse. I no longer call to complain because it wastes my time and there is no improvement.

Ticket: # 1351876 - Windstream Internet Services

Date: 12/13/2016 7:38:52 PM

City/State/Zip: Comer, Georgia 30629

Company Complaining About: Windstream Communications

Description

We are paying for 3 GB but during speed test of our own and speed test performed by Windstream we only get .54 upload & .35 download speeds. I have called numerous times and get the same thing, lets do a speed test, transferred to several different people and still nothing. No one knows what to do and in the end all I hear is your area will be upgraded within the next 3 years. I have spoken to 4 different technicians and they all tell me the same thing. Out of our area Windstream offered 10GB. The ones who purchased this complained several times so Windstream piggy backed off of our services and gave it to them instead of us. I am totally feed up with Windstream and so is just about everyone in our county. We all complain but yet nothing is done because there is no other internet provider in our area so we are stuck. Which is not fair because we pay our bill every month and should get what we pay for. The people in our area have tried and tried to get Charter Cable to come down but they won't, so that tells you we are in the country and they won't do anything about it.

Ticket: # 1351976 - Slow internet

Date: 12/13/2016 8:43:49 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

I have been calling about my slow internet for months, and nothing is getting done

Ticket: # 1351977 - Centurylink DSL service

Date: 12/13/2016 8:44:18 PM

City/State/Zip: Vaughn, Washington 98394 Company Complaining About: Centurylink

Description

Centurylink DSL service is routinely much slower than advertised speeds had often has periods where it stops working. It is often impossible to even stream a video over the internet. Centurylink does not respond to complaints and simply states their infrastructure is outdated with no plans to improve it.

Ticket: # 1352004 - Poor QoS

Date: 12/13/2016 9:05:56 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Speeds consistently under 1 Mbps when advertised at 3 Mbps. Company only stops to drop off a new modem, which never fixes the problem. They refuse to entertain the possibility that anything else could be wrong with the connection. They refuse increasing the bandwidth to my area because of a lack of people. They are the only ISP in this area, we have been customers for 10 years.

Ticket: # 1352064 - Slow speed internet

Date: 12/13/2016 10:01:26 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Internet is super slow yet we pay for high speed dsl. When it rains it goes out.

Ticket: # 1352076 - Not getting promised, advertised service.

Date: 12/13/2016 10:09:28 PM

City/State/Zip: Fairfield, Ohio 45011

Company Complaining About: Cincinnati Bell

Description

Randomly, especially between the hours of 5 p.m. and Midnight EST at my address, hardwired to the provided modem by the ISP I am getting anywhere between 1-15 Mbps. I pay for 300... I am very frustrated, no one has came out to fix this, I am told I am only guaranteed to see at least 80% of that, I still don't even get that. When signing up for the service I was never told I'd be receiving The promised service at less than 10% of what I pay. I will be seeking legal assistance with this issue.

Ticket: # 1352084 - Speed rarely goes over half and they refuse to assist.

Date: 12/13/2016 10:15:15 PM

City/State/Zip: New Palestine, Indiana 46163 Company Complaining About: Comcast

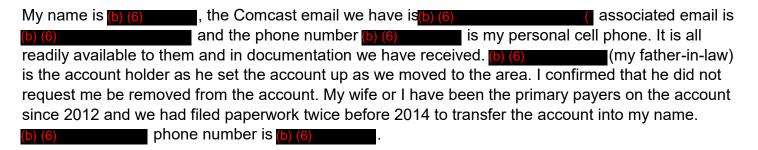
Description

I have been tracking my internet speed for a few months now. I am paying for "Up to 75Mbps" but tracking over the course of the day several times a week I rarely go over 35Mbps.

I recently changed my plan and had numerous issues getting the products and price they told me having to make numerous (19 since November 17th) The calls I had to make since November 11th when I changed my service are greater but not tracked on my phone. During these calls I have had numerous agents, misinform me, straight lie to me and hang up on me.

Most recently I was lied to about a service appointment being made between December 10-11th. The appointment was for December 13th 8am-10am to look into my speed issues. When I received no notification on the 12th I called in and found out no appointment was on the record. I then got lucky and one was available December 13th 2-4pm as I had taken the day off of work for this appointment.

A tech from Comcast came out and changed out a lot of my wiring, when I was able to test my service I found I was now unable to get past 10Mbps and often 1Mbps has been "lucky". When I called in about this issue I discovered that someone I had contacted when I wanted to complain about being hung up on/lied to had removed me as an authorized user on the without permission of the account holder.



It seems like they have removed me from the account to prevent me from complaining about the lack of service they have provided me. Now they are telling us to transfer the service we will need to cancel and resign up. Which will require turning all equipment set up and lose all deals we currently have.

Comcast does not have any competition in my neighborhood which I think attributes to this behavior as they know there is nothing I can do. This issue has now transcended just being a speed issue.

Please see attached image of speed test from December 13th 2016 where my download is 1.22Mbps and upload is 2.38 Mbps. I was the one who scheduled the technician to come on this date and now when I contact them I can not schedule another or get more than a reset done on my modem which does not help.

Thank you.

Ticket: # 1352097 - ISP throttling download speeds

Date: 12/13/2016 10:39:07 PM **City/State/Zip:** Bryan, Texas 77802

Company Complaining About: Sudden Link

Description

My ISP is throttling my download speed to sub 10Mbps when the speed that I've purchased is for 200Mbps. This occurs during later hours of the day. During non-peak hours it still only gets between 100-150 Mbps.

Ticket: # 1352121 - Possible Throttling

Date: 12/13/2016 10:57:15 PM

City/State/Zip: Rahway, New Jersey 07065 Company Complaining About: Comcast

Description

Over the past few months we have noticed that are speeds have been slowing down. It has been getting worst every month.

After calling their support, We have tried the power cycle, re-proxy the modem, trying multiple hardwired computers and swapping out our own modem with a comcast modem with no increase in upload/download speed.

Comcast support has told us we have a great signal everyrhing on the modems look good but even hardwiring into the modem with get the same upload/download speeds. We have been told we don't know why, I'm not sure and that is all we can do for you today.

Through comcast we are paying for 100mbps down 15mbps upload now the download we can deal with but that upload speed we can not. Some of us work from home at night and in the morning 24/7 because that's the kind of work we are in, we always need internet.

I'm not sure what we can do anymore but the weird thing out of all of this is if we connect using a VPN we get better speeds I'm not kidding see pictures below the one named Choopa and the Google speed test.

I hope something comes from all of this, I just want Google fiber on the east coast or even Verizon FiOS fiber

Ticket: # 1352156 - Internet Date: 12/14/2016 12:07:21 AM

City/State/Zip: Benton, Kansas 67017 Company Complaining About: AT&T

Description

My internet is significantly slower than what was advertised. We are supposed to get 16 mbps down but it is common to see speeds below 4 mbps for extended periods of time.

Ticket: # 1352179 - Time Warner Cable throttling services-false advertising

Date: 12/14/2016 12:44:09 AM

City/State/Zip: Platte City, Missouri 64079 Company Complaining About: Time Warner

Description

I have discovered that Time Warner Cable throttles their services far below advertised rates. I have been subscribing to their 25mbps service but recently downgraded to their 3mbps service. I felt this was all that I needed since YouTube and Netflix both broadcast (according to their techs) at about 1500k.

Prior to the downgrade my download speeds for large files averaged between 450mbps to over 1mbps (on a supposed 25mbps line). I figured this was probably due to the webhost limiting their sending speeds. However now that I've downgraded my package to 3mbps... my download speeds have dropped to 48kbps... slower than a telephone modem!

It is very obvious Time Warner is intentionally throttling download speeds and thus misrepresenting their advertised claims. Throttling download speed to less than the speed of a telephone modem is inexcusably fraudulent business. I am therefore fling an official complaint with the FCC.

This is not the first such complaint I have filed. I have filed at least two prior instances of Time Warner not providing advertised bandwidth... and both times a tech came out and stated "oh my we have a glitch in one of our main lines" and the problem magically disappears-- for a while.

This is a repeated and consistent practice with this company. I believe it is far past time to pull out the big stick. They CANNOT advertise services, accept payment for them, and then deliver a fraction of what they promise. That would be like buying a gallon of milk and getting one ounce. Where else would such practices be tolerated?

Thank you for your attention to this repeated problem from this company.

Ticket: # 1352339 - Internet speed

Date: 12/14/2016 9:14:08 AM

City/State/Zip: Bronx, New York 10456

Company Complaining About: Cablevision/optimum

Description

I have been running internet speed test at different times when there is traffic going thru the modem and when there is not supposed to be traffic going thru it mostly early in the morning. It seems the cable company which is cable modem is not delivering the amount of bandwidth that am supposed to get which is 100MB/sec. i have used different tools/websites to get to this conclusion. it seems my speed doesn't make it past 40MB/sec. Only at the website (b) (6) and their internet speed test tool i get the right amount of bandwidth as if they are throttling the traffic going to my cable modem and just letting the ones they want pass thru. I have contacted Optimum and asked if they are throttling my internet because i have been running test and i don't get the right speed at other website but (b) (6)

they said they are not throttling anything and that i should only trust (b) (6)

. it seems they don't block any traffic to that website.

At the (b) (6) identification of the conversation of the conversat

Note: i also have another complain caused they increased my bill and i contacted them and all they said "Your Promotion haven't change but the local channel feed went up" which does't make sense cause my promotion has not change but bill went up

Ticket: # 1352431 - Internet service

Date: 12/14/2016 10:39:36 AM

City/State/Zip: Rosedale, Louisiana 70772

Company Complaining About: Star Communication

Description

She pays for 10.0 mbps and usually averages 4-5 mbps. The last two weeks she has had issues connecting to the internet. The ISP keeps blaming the company that she works for (she works from home). The company that she works for has checked all their equipment and no one else is having issues that works there. Other people in the neighborhood are having issues with their internet and have no relation to the company that Ms. Brogue works for. She has also connected her laptop directly to their modem and had trouble doing a speed test.

Desired resolution: Address your service issues, find a solution & stop blaming other companies. ***CTR375-phone***

Ticket: # 1352749 - No internet with WOW

Date: 12/14/2016 12:59:11 PM

City/State/Zip: Calumet City, Illinois 60409

Company Complaining About: Wide Open West

Description

I have been at home without internet since 12/7/2016, my account is current and not past due.

Ticket: # 1352969 - Internet speed is not what i asked for

Date: 12/14/2016 2:37:31 PM

City/State/Zip: San Juan, Puerto Rico 00926

Company Complaining About: Claro

Description

I use to have 30mb download speed on my old home and before moving to the house i live right now i called claro to transfer the service to the new house, i asked the customer service employee if by any chance i could not get the same same speed i had before (30mb) i could cancel the contract and he said sure no problem, i made that call on 12/1/16. Today 12/14/16 they finally connected the internet service after countless hours wasted calling customer service every day and now they tell me im only getting 10mb so i told them that i did no want the service any more because i need the same speed i use to have and they want me to pay 150 dollar to cancel the contract even after i explained to them what the first guy told me when i first calle d to ask for the transfer.

Ticket: # 1353055 - AT&T internet- unacceptable service

Date: 12/14/2016 3:13:40 PM

City/State/Zip: Vacaville, California 95687 Company Complaining About: AT&T

Description

I have multiple complaints with AT&T which I have listed and then describe in detail below.

- 1. Paying for faster internet than what was received
- 2. Delay/poor customer service in setting up internet access
- 3. Still paying for faster internet than what I am receiving
- 1. In recent encounter with ATT service person, we were told we have "bad wiring or a poor connection somewhere in the house" and had barely been getting internet. We upgraded to U-verse a year ago when AT&T dug up our lawn to install U-verse for the neighborhood. This would have been evident to a service person when they checked our upgraded speed, because we saw no difference in internet before or after U-verse. The hassle of setting up appointments deterred us from addressing it.
- 2. Our recent debacle with AT&T started when I wanted to close my account. Instead of canceling, I was enticed to continue my account at my fiancé's house (where I was moving).

On Nov 19, a service person came to do the transfer. He left us without internet, saying there was an outage and we would have service within the hour. When we called customer service, hours later, we were told there never was an outage, but there was an "error in processing" meaning any attempt on the service person's part would be unsuccessful. We needed additional visits.

On Nov 22, The same service person called me personally because he wanted to "fix our internet from the outside". Really he just wanted the tools that he had left at our house a few days prior. We put his tools on the porch, he came and got them, but we still didn't have internet.

Nov 30 we got a message from ATT "sorry we missed you". We had scheduled an appointment on Dec 2, so we checked our appointment online. It was incorrectly scheduled for my old address. I called and corrected it with customer service. We got the same message Dec 1.

On Dec 2, the service person cancelled our appointment from 11-1 saying that our case went "beyond his level of resources". We rescheduled from 1-4 that same day, but they dispatched the service person to the wrong address.

Dec 3, we were assured we would have the problem resolved during our appointment from 1-4. I called customer service at 5 because no one had come. After being put on hold for half an hour, then hung up on twice, a service person came. He arrived at 7pm. Instead of fixing the bad connection, it was decided to drill a hole through the house and run a wire directly to the box. The appointment ended close to 9pm.

3. I have check the internet speed using ATT speed check and 2 independent sites. ATT is the outlier saying that we are getting the correct speed. The other two sites are in agreement that we are at half the speed we are paying for.

Final comments- we spent nearly 20 hours trying to get internet (i.e. futile attempts by service people, appointments cancelled by their service people, delays in seeing a service person because they did not have enough man power) and were credited \$20. In addition, we were without internet for 2 weeks which is tied to our livelihood. There is no one to speak to on the phone that has any ability to do anything useful- by this I mean that customer service is unaware of where their service techs are, and unaware of what the real issue is. In speaking to them, it was very frustrating because they are the only contact and there is no one that knows what the real issue is. Additionally, there is no way to get a hold of management. I tried twice, but after being hung up on after waiting 30 minutes to speak to someone it is evident, there is no manager.

Ticket: # 1353128 - Speed/Availability Issue with DirectTV

Date: 12/14/2016 3:40:55 PM

City/State/Zip: Balch Springs, Texas 75180 Company Complaining About: Directv

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1353269 - Throttled Internet Service

Date: 12/14/2016 4:45:55 PM

City/State/Zip: Lakeland, Florida 33810

Company Complaining About: Bright House

Description

For the last 2 Hours I have had Limited Access to Services that are Paid for in Full. My household is supposed to receive 60mbp/s Broadband Cable Internet Service, and am under 1.5mbp/s. My Connection is Throttled, and it is due to the Holiday Season Technically a "Peak Time" on a Non-Peak Day while School is Still in Session to attempt to Force Sales. There is no Outage as I still have access to the Service, but clearly have throttled it. I believe they tried to throttle to 10, and put 1.

Ticket: # 1353615 - cell phone provider false advertisement

Date: 12/14/2016 7:49:28 PM

City/State/Zip: Blaine, Kentucky 41124

Company Complaining About: Verizon Wireless

Description

Description

hello i wanna make a complaint against verizon wireless for false advertisement with their safety mode it stops you from going over but it's right on their page their the speed reduced to 128 kbps you can see it here (b) (6)

i did many test and did not get 128 kbps i even contacted them twice they say the 128 kbs isn't guaranteed even though they show 128 kbps on their website

Ticket: # 1353677 - Comcast's xfinity internet service is inconsistent, does not meet minimum standards

Date: 12/14/2016 8:28:14 PM

City/State/Zip: West Chester, Pennsylvania 19382

Company Complaining About: Comcast

Description

I have been a Comcast customer for several years, and despite a number of issues, I've been forced to continue using their services due to a lack of other high-speed internet providers in my area. I am a technology executive, with a masters degree in computer information systems, so troubleshooting internet speed and reliability is common knowledge. For the several years that I've utilized Comcast (2014 to present), I consistently face issues with the download and upload speeds that have been contractually promised to me. I am guaranteed 75 MBPS download speeds, and my download speeds are regularly less than 20 MBPS. This varies of course. For example, I just ran multiple tests utilizing Google and Ookla independent speed tests, and within just several minutes my download speeds varied from 8 MBPS to 35 MBPS, in two (2) separate tests. This is constant. In effort to resolve this issue without having to deal with the nightmare that is Comcast's customer service, I purchased a brand new modem and wifi router. Both are supported by Comcast per their website, and support up to 1000 MBPS/ 1GBPS. Within 24 hours though, Comcast called my cell phone with an automated message telling me that my modem and router should be upgraded with a modem/router combination that can be rented from Comcast on a monthly basis. The model that they want me to buy is cheaper and less powerful than my brand new system, but this isn't a surprise as their focus is recurring revenue from modem/router rentals. I strongly believe that Comcast has been limiting my internet speeds intentionally in an attempt to force me to subscribe to their modem/router rental program. Further, they have not held up to their contractual duties to provide the minimum high speed internet speeds as per our agreement. I've attempted to contact their customer service team, but spent nearly an hour attempting to reach an agent over the phone and eventually hung up due to time constraints. I then went online and attempted to utilize their chat functionality on two (2) different occasions. In both instances, the chat session was "loading" for more than two (2) hours. At this point, I am resorting to an FCC complaint as a last resort.

Ticket: # 1353729 - Fraud Date: 12/14/2016 9:08:53 PM

City/State/Zip: Slinger, Wisconsin 53086

Company Complaining About: Frontier Communications

Description

I had Frontier Communications install WiFi at my residence. After nine days of intermittent service (a few days without any service) and seven calls to their tech dept, I had canceled their service. Also when I canceled the service they told me someone would stop by & pick up the router the next day. No one came. I called them back and explained the situation, that I wanted to return their router and they informed me that they do not want it back. I said I could not keep it since I did not buy it and they told me to throw it out then. (I am hanging onto it-just in case they start billing me for that).

A few weeks later I received a bill for \$242.85 for installation, shipping, full month of service, and taxes, so I called Frontiers billing dept and and asked them why the bill was so much. They informed me that it was going to get higher because they are going to bill me two more months-for that is how long it takes to cancel an account. I never signed any contract. Frontiers web site reads free installation and no contracts to sign.

After my experience I went onto consumer reports website and there I found a lot of reviews from people who had similar issues. (All bad reviews).

I am concerned about Frontier Communications sending my account to collections, since they are going to keep billing me and would not take their router back.

I am hoping that someone can stop Frontier Communications from stealing money from people.

Ticket: # 1353732 - Lack of service continues to bill me

Date: 12/14/2016 9:10:27 PM

City/State/Zip: Chelsea, Michigan 48118-9621 Company Complaining About: Exede Internet

Description

In Aug 2016 contacted I go wireless to get service. I was told I would have to pay \$99 to install equipment and would be in a 1yr agreement. I was told that due to my location I qualify for 12MB speed. Our dish was in installed late Aug 2016 and was not getting good service but was told to call the help line to get new software pushed to the modem. After over 6 weeks of calling and getting no help, I look into the dish location and found they had installed the new dish behind an old dish thereby blocking the signal. 2 weeks later an installer turned the dish in front of theirs to the side to unblock the signal. I am glad I was not using that dish. After many months of calls and complaints, our service just wasn't what they said it would be, between 5 & 12MB speed. I could never get answers or action to improve the 1-2Mb speed or the 980 ping speed. After I decided to cancel the service, people were very ready to talk to me about my service. The story then changed to that there was nothing wrong with the service and I shouldn't leave because I had a service agreement. I reminded them that the agreement was two way and they were not providing service and I was tried of paying for their service and having to use someone else for accessing the internet. The service has never worked as promised and I should be refunded all of my money. They tell me if I do not climb on my snow covered roof to get the parts off the satellite dish within 30 days they will charge me \$300. I stated they are more than welcome to collect the parts, they stated if they do it they will charge me. THE SYSTEM NEVER WORKED AS THEY PROMISED. Please help us resolve this problem. I think they install systems weather they work or not then threaten to charge regardless of your service quality or not. Please contact me if needed at (b) (6) Thank You for your attention, (b) (6)

Ticket: # 1353810 - S..l...o...w Internet

Date: 12/14/2016 10:13:47 PM

City/State/Zip: Vaughn, Washington 98394-0971 Company Complaining About: Centurylink

Description

Our internet with CenturyLink is extremely slow-usually under 3. We don't really realize it all the time until somebody else in our family with a different provider helps us with computer issues....they all say it should be 3 to 5 times faster! We've had slow internet w/Centurytel & Centurylink since we moved to the Key Peninsula in 2003. We pay \$60/month for our basic house phone and this "high speed internet" (that's what our bill calls it!).

Ticket: # 1353982 - Atrociously slow internet speeds

Date: 12/15/2016 3:49:13 AM

City/State/Zip: San Clemente, California 92672

Company Complaining About: Cox

Description

Paying for "up to 15 Mbps" and getting less than 0.3 Mbps consistently.

Ticket: # 1354010 - Internet speed

Date: 12/15/2016 8:30:27 AM

City/State/Zip: Potsdam, New York 13676 Company Complaining About: Time Warner

Description

I have been posting for internet speeds of 50mbps. While having my computer wired into the modem i have never gotten over 1,300kb/s which is less than a fifth of the speed that was advertised and I am paying for.

Ticket: # 1354141 - Xfinity Date: 12/15/2016 10:41:31 AM

City/State/Zip: West Orange, New Jersey 07052

Company Complaining About: Xfinity

Description

I was paying for 100MPS speeds but I was getting 30MPS sometime even 3MBS I have called them numerous times to complain. I called to cancel the service and now my internet speeds are 232MPS. I feel they did it on purpose to hold back speeds but charge me for the 100MPS

Ticket: # 1354222 - Internet Speed

Date: 12/15/2016 11:23:02 AM

City/State/Zip: Ada, Michigan 49301

Company Complaining About: Comcast

Description

Two years ago signed up for comcast internet. Our package was 25 mbps, I found out today it is only 10 mbps. I renewed our package last year for 25 mbps, I have been having account issues while fixing those it was brought to my attention we are only getting 10 mbps internet service.

Ticket: # 1354405 - Re: Slow Speeds Company Refuses to Remedy

Date: 12/15/2016 12:31:06 PM

City/State/Zip: Spring, Texas 77381 Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1235192 "Slow Speeds Company Refuses to Remedy"

Ticket: # 1354606 - Consistently poor internet that does not match what is paid for

Date: 12/15/2016 1:50:39 PM

City/State/Zip: Rancho Mirage, California 92270 Company Complaining About: Time Warner

Description

We started service with time warner cable (now charter spectrum) in August. They have sent techs out 7 times in 4 months due to our internet not working. This impacts our internet, tv/cable, and phones. We are paying for 50Mbps and only receive around 20 or lower. They are the ONLY internet provider in this area.

Every time you call they run you around in circles preventing you from being able to escalate the issue and currently do not have a corporate office or executive office to file complaints. When you call Charter Spectrum they tell you that TWC has. It merged yet so they can't help you and redirect you back to TWC customer service. The corp phone number listed for TWC is disconnected or no longer in service. I feel that this company is taking advantage of being the only provider in this area and do not support the speed of internet that they advertise or what we pay for. Complaints will only go to their first level supervisors and they will not allow you to escalate it beyond them.

Ticket: # 1354684 - ViaSat/Exede lies and half truths.

Date: 12/15/2016 2:22:06 PM

City/State/Zip: Dingess, West Virginia 25671 Company Complaining About: Viasat / Exede

Description

ViaSat/Exede says you will get 1~5 Mbps with their liberty pass and that it's "Possible" to go under that during prime time hours.

I don't think I've ever got up to 5Mbps and I'm consistent under 1Mbps normally hovering around 250~500kbps.

When I've called to complain one person literally told me "Tough luck your speeds can be what ever we want them to be." and other times they just say they can't do anything for me because I'm not a "Priority User" because I'm on the Liberty Pass.

After all that they try to get me to buy more fast data for 10\$ per gig. I feel like they are taking advantage of their user base with absurd data caps and micro-transactions.

Ticket: # 1354733 - Comcast Internet Speed

Date: 12/15/2016 2:34:31 PM

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

I pay for 25mbps internet from Comcast. I am regularly getting less than 1mbps. I have spoken with Comcast, and the issue has not been resolved.

Ticket: # 1354992 - at&t direct tv

Date: 12/15/2016 4:22:37 PM

City/State/Zip: Winter Springs, Florida 32708

Company Complaining About: AT&T

Description

i just order direct tv on the 9th of december because they where bundling with my at&t uverse two technicians later told me that i cannot stream because i don't have enough speed on my wifi, i called them they said that they don't have better speed where i live, i told them ok lets cancel the order because oviosly i can't watch the programs i want to stream, they told me that once the equipment is installed i am under a 2 yr contract that cannot be broken of course i told them that, you are giving me an equipment that does not provide what its supposed to do. of course they got all bend out of shape and told me that i had to pay \$120.00dollars for the internet when i was already out of that contract and \$480.00 for a 6 day equipment for direct tv that does not stream, if this is not ridicoulus plus insulting i don't know what is, please help i am 64 years old this should not be happening to anybody.

Thank You(b) (6)

Ticket: # 1355218 - Substandard Internet Service

Date: 12/15/2016 6:21:57 PM

City/State/Zip: Salcha, Alaska 99714

Company Complaining About: Alaska Communications System

Description

We have been paying for broadband from ACS every since it became available in Salcha. At first it was so much faster than dialup, but gets slower and slower each year, and ACS has been out several times, has made changes on their lines, my lines and their equipment, none of what they have done has helped at all, just keeps getting slower. It is at the point that if one of my girls has to submit a homework paper, everyone else has to make sure they are disconnected, even then, quite often it won't go through and they have to wait until they get to school to submit it, or use cell data. It is not possible to do updates or virus scans at home, I do all of that while on my break at work. Just recently I did a speed test on my download speed, it was 1.30 kbps, yes kbps, not Mbps. All the while I am being charged for high speed internet.

I feel it is wrong in this day and age that we are paying for a service that is allowed to be grossly misadvertised, but we are held "hostage" or not have any service at all, while companies are collecting federal funds under false circumstances.

Ticket: # 1355314 - Not receiving the speeds I'm paying for.

Date: 12/15/2016 7:14:38 PM

City/State/Zip: Ecorse, Michigan 48229 Company Complaining About: Comcast

Description

I'm paying Comcast for 75 megabytes of download speed, only the first week was I getting 75 and this whole past month it's never much over 40. They demanded that I admit that my devices are faulty and I told them there all capable of that download speed and it has before many times. They refuses to fix the issue. They also gave me a hard credit check (normal) but they harassed me buy doing multiple to ruin my credit intentionally. Please do something about this. I have multiple papers for the multiple credit checks.

Ticket: # 1355375 - Internet Service

Date: 12/15/2016 7:51:32 PM

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

Since August of 2016 I have been contacting my internet and TV providers (comcast) about connection and speed issues. After numerous times of calling, and months of trying I have given up and resorted to filing this complaint. I have been unable to properly connect to the internet since August, and comcasts' only solution has been to try and upgrade me from a 75mbps speed to a higher option. Every single month since august I have been calling with this issue. Never have received a solution. On December 4th, I called in and spoke to a representative whom I thought understood and was going to help. The representative offered to adjust my account and give me a credit of \$132.50 for the inconvenience I have been having since August. They also admitted to say that the modem I had was incompatible with the cable speed coming in through my connection. They ordered a new modem and sent it to me. No credit has yet been issued and I can't continue to pay for service after several lies and miscommunication from Comcast. I was promised a credit, and every time I have called to check on the status of the request, I have gotten the run around, hung up on, and even laughed at, because I was asking for too much credit. I requested the call be pulled to confirm the promise of a credit I was given, but the representatives stated that those calls can't be pulled, and they have no way of confirming what I was stating was the truth. I would like a a solution to this matter.

Thank you

Ticket: # 1355530 - Service not as stated

Date: 12/15/2016 9:48:36 PM **City/State/Zip:** Kuna, Idaho 83634

Company Complaining About: Cable One

Description

Description

They state they are 100mgbs service but I am constantly getting sub par service. 8 mgbs on several speed tests. I pay for 100 mgbs and they claim 100 mgbs service but I have never seen that performance. It is like they are throttling the service back but that is not part of the service agreement. I would expect that the service provider to at least come close to their claims. Stop this business from their unscrupulous practices.

Ticket: # 1355667 - Internet fraud

Date: 12/16/2016 12:23:55 AM

City/State/Zip: Aurora, Colorado 80015 Company Complaining About: Comcast

Description

I have been being charged right at 90 a month for internet service and find out that the services being provided are a minimal to what was paid for. I was paying for 75 plus Mbps and then burst was supposed to increase that to over 100 Mbps. To no avail and after being on hold again tonight for over 45 minutes I need a hand which is what prompted this action. I just checked again and I'm still right at 12 Mbps. So frustrating.

Ticket: # 1355674 - Internet svc.

Date: 12/16/2016 12:30:24 AM

City/State/Zip: Atlanta, Georgia 30331 Company Complaining About: Comcast

Description

To whom it may concern;

Please be advised that for the past couple of years I have been paying for 75mps of speed by Comcast xfinity.

since it was installed "daily" I am always having to reboot it. Over the past several weeks it's gotten worse so I decided to check via Speedtest. The highest mps which I can confirm is 20mps. I had no choice but to call service technician.

Ticket: # 1355700 - INTERNET speed and drops

Date: 12/16/2016 1:25:17 AM

City/State/Zip: New Paltz, New York 12561 Company Complaining About: Time Warner

Description

Description

This is my 3rd attempt with the FCC to get resolution with TWC now spectrum. I have had TWC at my house a least a dozen times for internet speeds of about 23mbps and I am paying for speeds of up to 200. that is not NEARLY close to what I am being charged for. The signal continually drops and I am not able to utilize my direct TV at times because internet speeds aren't FAST ENOUGH. I have been told by technicians that there is nothing they could figure out and the last time they were there they advised me that they would return to replace wires leading to my house and HAVE NOT. I have called spectrum to escalate the complaint and have been waiting for phone calls back on 3 occasions. I NEED THIS RESOLVED. I am paying astronomical pricing and this is unethical to charge a person so much money for service that isn't even CLOSE to what they advertise!!!!! PLEASE HELP ME RESOLVE the issue. I have not received any response from THE FCC in a few months since I filed the first complaint.

Ticket: # 1355796 - Internet slowness/non-existant

Date: 12/16/2016 8:39:05 AM

City/State/Zip: Reedsville, West Virginia 26547 Company Complaining About: Atlantic Broadband

Description

Three months ago, I began experiencing extreme internet slowness. I live in Reedsville, WV and use Atlantic Broadband. (I believe my feed comes out of Uniontown, PA). Atlantic Broadband made a "house call" on Sept. 30,2016 to replace router and modem. Since then, there have been numerous calls to the ISP due to dropped internet and slowness. A tech was at the house AGAIN yesterday to test the lines, etc. While the tech was here, my upload speed dropped below 1. After the tech left, my upload speed actually got worse, it dropped down down to .08. Yes, that's right, down to .08. The speed test actually "timed out" my speed was so slow. I was told the problem was too much usage on the lines. There are two issues here, one is not receiving services that I am paying for (almost \$200.00 month), and I work at home (work for a level 1 trauma center in WV). My service is so bad I am unable to perform my job. Another issue, it is not just me, there are multiple customers in our service area having the same issue with no resolution in sight.

Ticket: # 1355932 - slow internet by verzion

Date: 12/16/2016 11:15:43 AM

City/State/Zip: Rocky Gap, Virginia 24366 Company Complaining About: Verizon

Description

aversion will not fix this problem by giving speed for internet service all I get is the run around download 2 up load .58 this is bad they can buy yahoo but can not get us faster speeds

Ticket: # 1355940 - Slow Speeds After Fix

Date: 12/16/2016 11:21:05 AM

City/State/Zip: Alexandria, Virginia 22314 Company Complaining About: Comcast

Description

Comcast Human Error caused us to be without TV or Internet for almost a full week. This has been remedied. However, our speeds now are extremely slow. I've tested speeds about 6-7 times in the last week during our typical usage points and only once did we have speeds at 20mbit/s. Every other time was below 1mbit/s (screenshot attached).

This was not the case before our outage. We consistently got 25mbit/s with only a few slower points, typically at 5mbit/s. Unsure what the issue is. We have new equipment and service had to be restarted so maybe our speeds were reset. Whatever it is, I would like the tap turned on for what we pay for.

Since this is likely related to the outtage fix and I don't want to spend hours on the phone again to receive no help, I'm considering it an extension of the previous issue.

Ticket: # 1356334 - service promised not delivered

Date: 12/16/2016 2:13:32 PM

City/State/Zip: Hudson, Wisconsin 54016 Company Complaining About: AT&T

Description

I called Att about internet service in July and was told I could do streaming with the package I agreed to. After getting it, the speed did not allow. I called at least 4 times to resolve and after hours found out they did not offer what I needed. I cancelled in Nov and they said if I taled to the tech and he noted account I would not be charged early termination fee, After talking to tech he transferred me back and I said I wanted to cancel, but the tech did not note my account. They said they had to transfer me back again and I said no. I already spent many hours trying to resolve. chatted with rep 11/30 who said they would refund the \$150 early termination, but today I was told it cannot be done. I asked for supervisor, but got disconnected when transferred

Ticket: # 1356582 - Internet Service

Date: 12/16/2016 3:34:07 PM

City/State/Zip: Watonga, Oklahoma 73772

Company Complaining About: Pioneer Internet

Description

Internet service not up to standard advertised. Slow internet, Inconsistent speed, unable to connect at

Ticket: # 1356599 - Extraordinarily Slow Speed

Date: 12/16/2016 3:42:14 PM

City/State/Zip: Golden Valley, Arizona 86413

Company Complaining About: Frontier Communications

Description

Hello:

My ISP has been giving me excuses for over 5 years concerning speed and dependability issues. Unfortunately, I live in a rural area and there are no other providers that offer unlimited data, so they have a monopoly here.

I realize that there's NO guarantee on speed when it's advertised "as fast as." However, the speed has continued to drop the entire time I've had service. First my package was supposed to be as fast as 12 mbps, then it went to down to 6, then we were told no less than 3 mbps GUARANTEED! You'll see on the attached screen captures that my MAXIMUM speed has been 1.73 and as LOW as .50, of which I forgot to get a screen grab of. Not even remotely close to the 3.0 they guaranteed us. This is as slow as dial up! NOTE: These speeds are at boot up with ABSOLUTELY NO uploading or downloading going on.

I can't even watch Facebook videos or streaming channels anymore. I have to troubleshoot over the phone for a minimum of 1 ½ hours with a "tech" that doesn't know what they're doing. Last week she said it was my modem, sent me one that I had to DO THE JOB OF THEIR TECH by installing it and as I predicted, IT DID NOTHING!

My wife was on the phone for TWO HOURS with customer service that basically told her tough luck. She also stated that the speed was 2.4 to the modem and that's a total lie. It has NEVER been near the speed they've advertised and lately about 1/10th what we're supposed to get. NO offers of compensation for our ongoing problem OR a reduced monthly rate. A BARE minimum should be the cost of the next package down, which we've ALSO never came close to 6 mbps. These are THEIR shortcomings and false advertising after all. They just say, if you don't like it, CANCEL! Quite the attitude they have. I've emailed 6 Frontier addresses, INCLUDING the CEO, without a response. We were also told a tech was "on his way out" and NO ONE EVER SHOWED UP! This has gone FAR beyond being ridiculous. Their latest excuse is that the system needs upgrading and they have NO idea when that'll be done. If this is the case, then they SHOULD NOT be guaranteeing and charging for speeds that they have NO intention of being even CLOSE to providing! PLEASE help!

Thank you

Ticket: # 1356805 - Century Link

Date: 12/16/2016 5:12:19 PM

City/State/Zip: Rose Hill, North Carolina 28458 Company Complaining About: Centurylink

Description

We have previously filed a complaint and it has not been resolved. Since March 2016 Parker Bark Co has had issues with our internet service. We only get 0.5 (one half) a gig and are paying for 8 gigs. We have a new router that CenturyLink refuses to set up or provide a Static IP address for. We have repeatedly called and had repeated service calls out here. No one can remedy the situation. CenturyLink continues to bill us for these services they are not providing. We are unable to back up remotely (we are paying for remote backup of our server) because we do not have enough internet speed to download our data. CenturyLink refuses to fix the internet and refuses to reimburse us for our lost monies to CenturyLink and Carolina Computer Services. Additionally our business is at risk of losing all of our data should anything happen to our onsite server. Finally, our phone lines still do not work; we have been without fax since March 2016 and we do not have the alarm system we pay ADT/Tyco for service because the lines for the burglar and fire alarms have not worked since March. Again we have made numerous calls to CenturyLink and they send out a residential not business repair person who is not able to fix the problem and promises someone else will come back. No one else comes back. We call and again someone comes out and again the person will tell us they are not able to fix the mess. CenturyLink has a monopoly in this area we have looked everywhere for another provider. We now want to be reimbursed for this past year of service that we paid for and did not receive as well as have CenturyLink pay for our ADT bills and remote computer back up as we are signed up and contractually obligated to pay for the services we cannot use because of CenturyLink incompetency.

Ticket: # 1357089 - Actual internet speed versus advertised speed

Date: 12/16/2016 7:35:36 PM

City/State/Zip: Warsaw, Ohio 43844

Company Complaining About: Frontier Communications

Description

We are Frontier Communications customers in Ohio. We have a service that used to be at a speed of about 6 mb. Frontier has added too many customers without upgrading their equipment. I've had numerous service calls. The last one told me the fiber-optic lines have been laid, but Frontier hasn't upgraded the main equipment. Today I received our bill and they have raised our bill to 34.99. This would be fine, if we had internet we could actually use. They have oversold and underdelivered.

Ticket: # 1357326 - Time Warner Bad Internet- Not Getting Speeds I pay for

Date: 12/16/2016 11:46:55 PM

City/State/Zip: Brown Deer, Wisconsin 53223 Company Complaining About: Time Warner

Description

Paying for 30 mbps down and 5 up. Typical speeds range from 3-15 down and .70-3 up. Issue is known to be a neighborhood problem, time warner will not "elevate" the issue; rather, they insist that it is either an issue in my home or with my modem, which has been tested 3 times.

Ticket: # 1357367 - Internet Throttling

Date: 12/17/2016 1:09:18 AM

City/State/Zip: Cary, North Carolina 27513 Company Complaining About: Time Warner

Description

I am a customer of TWC/Spectrum and my internet has been running really slow lately. Speedtest.net shows that I'm getting 50Mbp/s, but even then, a small 5 minute video on YouTube takes 10 minutes to watch due to buffering, and I cannot stream in 720 or 1080 anymore without buffering.

Ticket: # 1357368 - Coast Communications Monopoly and lies

Date: 12/17/2016 1:10:04 AM

City/State/Zip: Ocean Shores, Washington 98569

Company Complaining About: Coast Communications

Description

Description

We've been having an ongoing unresolved issue with Coast Communications in Ocean Shores Washington. They have consistently failed to solve our problems about data usage and where our data is going. We have on several occasions completely shut off our internet for a day and still manage to use up gigabytes of downloads when we have no internet. They charge outrageous amounts for their "packages" ranging from 100 gigs for a hundred dollars to five hundred for over three hundred a month. The packages they have promise 6mb/s and we are lucky to get 3,. They claim this is due to the tourism here but even during off seasons where the population of the city is under 5000 its still the same. The packages they have do no say you are paying for up to X amount of data, its FOR X amount of data and they do not carry over the unused data for each month to the next. They are ruse and obnoxious people who have no care for support to their customers (just look at the reviews and complaints left for them on the internet). The are the only internet provider in ocean shores and therefore the people here have nowhere else to turn for their internet, the effectively have a monopoly on the internet in this city. There is no help from them and they treat their customers like trash, please come to investigate this or file in with these people. Thank you.

Ticket: # 1357404 - Slow speeds

Date: 12/17/2016 3:51:57 AM

City/State/Zip: Kasigluk, Alaska 99609 Company Complaining About: Uui

Description

Have been having slow speeds for about 2 months

Ticket: # 1357617 - Intermittent and extremely slow Hughes satellite Internet

Date: 12/17/2016 1:24:28 PM

City/State/Zip: Sperryville, Virginia 22740 Company Complaining About: Hughes Net

Description

We've had Hughes for about 16 months and the speeds are often under 1mbps. I work out of a home office and satellite is the only option in our rural area. We've actually contemplated moving back to the city because of the terrible Internet connectivity. With 9 months left on our 24-month plan, it would cost us \$190 to cancel the service which performs well below what's advertised.

Ticket: # 1357712 - Internet throttling

Date: 12/17/2016 2:57:54 PM

City/State/Zip: Henderson, Nevada 89074

Company Complaining About: Cox

Description

Cox Is throttling internet speeds on websites like YouTube in violation of TOS.

Ticket: # 1357866 - AT&T can't provide internet they sold us

Date: 12/17/2016 6:14:21 PM

City/State/Zip: Raleigh, North Carolina 27609

Company Complaining About: AT&T

Description

We purchased 1 gigabit internet speed from AT&T and have consistently been getting half or less than the advertised speed. A technician informed us this is due to AT&T not being able to handle the number of fiber users in our area. AT&T is still making us pay the price for gigabit internet while throttling our speeds.

Ticket: # 1357946 - Slow internet/rising prices

Date: 12/17/2016 8:44:19 PM

City/State/Zip: Orlando, West Virginia 26412

Company Complaining About: Frontier Communications

Description

Our internet gets slower and the price keeps going up.

Ticket: # 1357977 - Less than advertised speed

Date: 12/17/2016 9:40:51 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: AT&T

Description

Description

I have had constant issues with my internet service with AT&T since I first started my service with them. I started at 6 mbps, then 18 and I was going to cancel my account and was upgraded to 45 mbps. I am still not seeing difference in speed, going from 18 to 45. The speed tests they had me do at the last switch was average 26-27 mpbs. I have been told to reset the router, unplug it and still no change. I was told I would have no trouble streaming anything and this is definitely not the case. I constantly get disconnected when trying to stream and at least once daily, get a message stating my connection is too low to play video.

I had originally switched to AT&T as i was told there was a \$200 VISA card promo. When I didn't receive it, I called, spoke to various people for hours over various days and was told "there was no such promotion". I stated that I know calls are recorded and they need to go back to the original call with the representative in Philadelphia who gave me that information. Their wait time is ridiculous and I just keep being told the same thing over and over until I just stopped wasting my time. I had just started a new job and then school and do not have time to keep spending hours and hours on the phone with them with no results, so I wish to file a complaint against AT&T.

Ticket: # 1358054 - Internet throttling speeds

Date: 12/18/2016 12:23:32 AM

City/State/Zip: Henderson, Nevada 89074

Company Complaining About: Cox

Description

Cox is not delivering advertised speeds. Cox allows Netflix to stream at advertised speeds, but YouTube, ESPN, and other websites are being throttled. I have ruled out all possible technical issues. I have already filed a complaint with Cox.

Ticket: # 1358091 - ISP Throttling

Date: 12/18/2016 3:01:24 AM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: Frontier Communications

Description

My internet speed is getting throttled below it's advertised rate.

Ticket: # 1358098 - Exede Internet

Date: 12/18/2016 3:41:37 AM

City/State/Zip: Mechanicsburg, Ohio 43044

Company Complaining About: Exede Satellite Internet

Description

Exede Internet lies about their plans and get you sacked into a contract that they do not follow themselves. LIBERTY 10 when I signed up. 10gigs of priority data speeds of 12mbps down and 1mbps up. Once you go over your 10 gigs speeds reduce to 5mbps down and 1mbps up. I have screen shot proof that regardless of time of day or day of week this company only provides me .20mbps down and 1.3mbps up. I have called multiple times and get numerous reason why the speeds are low. From your used your data and your speeds are going to low, fog in your area, weather, outage in your area, modem issues, modem and router syon issues, try in a couple hours...... This is horrible and I am stuck in a 2 year contract with this company. I use my Internet for Netflix in the beginning and I was extremely satisfied. Had a few issues the first month that they "Fixed" and had me thinking it was great. 3 months later they say that is not what their Internet is for. So I got suckered into buying Direct TV to watch some shows. I wished I would have just got Direct TV from the beginning. Now I have no need for this horrible slow internet. Please do an honest investigation. You will find that they are liars from advertising, to sales agents, to technicians. If you just Google Exede Internet reviews you will see how horrible they treat their customers. They claim to have received an award from the FCC. Rural citizens deserve the right to affordable/fast high speed Internet. It is 2016 and other countries are beating the USA in high speed Internet speeds with crazy cheap prices. If a good company would offer me a slow 1mbps down and a 1mbps down that was garrenteened I would pick them any day over this scamming company. PLEASE PLEASE PLEASE INVESTIGATE EXEDE INTERNET

Ticket: # 1358106 - Overpriced internet for terrible speeds

Date: 12/18/2016 4:39:14 AM

City/State/Zip: Augusta, West Virginia 26704

Company Complaining About: Frontier Communications

Description

Description

Frontier offers what they claim is high speed internet but the service is anything but high speed. We as customers pay for their terrible service because its our only option. The average speeds are vastly lower than what they advertise.

Ticket: # 1358265 - AT&T is throttling out internet speeds.

Date: 12/18/2016 1:57:42 PM

City/State/Zip: Roselle, Illinois 60172 Company Complaining About: AT&T

Description

AT&T has been throttling our speeds and not providing the service we pay for. We pay for 18mbps. There are some days where I have 2mbps - 7mbps. All of our devices were once able to enjoy it, now it's only one.

Ticket: # 1358320 - Poor network speeds/ throttling

Date: 12/18/2016 4:10:45 PM

City/State/Zip: Scottsdale, Arizona 85260 Company Complaining About: Cox

Description

Our family pays for 150Mbps through Cox Communications in Arizona. For the past two weeks we have been getting speeds no higher than 5Mbps and an average of 2Mbps. We have had them come out to diagnose the problem and they said there is nothing they can do.

Ticket: # 1358432 - Internet Speeds - Not Receiving Anything Near What I Pay For

Date: 12/18/2016 6:53:52 PM

City/State/Zip: Chicago, Illinois 60647 Company Complaining About: Comcast

Description

Hello,

I am currently paying about \$70 for internet and cable. My internet package states I should receive download speeds up to 70mbps. I have never ONCE received anything near these speeds.

What is more of an issue is that my speeds are only a small percentage of the promised speeds. As of the writing of this complaint, I was downloading at a speed of 0.44mbps. Out of 70mbps, this is NOT in any way okay.

As a side note: when we changed our internet package we were told we would receive speed sup to 70mbps. Upon review of our service plan online, we are seeing that our speeds should be up to 150mbps. This makes the problem that much greater of an issue.

I am filing this complaint on behalf of my partner, (b) (6) whose the account holder for our home internet with Comcast.

Attached is a screenshot of my speed test result from Google's speed test program and a screenshot of our service plan.

Ticket: # 1358483 - slow internet speeds

Date: 12/18/2016 7:18:45 PM

City/State/Zip: Sparks, Oklahoma 74869

Company Complaining About: Windstream Communications

Description

I am paying for internet speeds of 1 Mbps but only receiving .18 Mbps with a ping of 631.

Ticket: # 1358522 - Mediacom Customer Service

Date: 12/18/2016 8:25:06 PM

City/State/Zip: Brewton, Alabama 36426 Company Complaining About: Mediacom

Description

Mediacom Customer Service is the worst, most undertrained, rude customer service I have ever seen in my life. I've been hung up on, I've been given the run around, I've been treated like a fool, and I'm tired of it. They never deliver the speeds you pay for, they're always out, and just recently (the straw that broke the camel's back) they began throttling my connection to Blizzard Battle.net servers completely. They refuse to do anything about any issue I ever have with them. They send a tech out to do absolutely nothing. They give me the run around and say they'll give me a call back from a supervisor. No call back. They'll tell me my issue has been escalated to another level of support and I should hear back soon. Nothing. I'm tired of this. How can a company be legally allowed to treat people this way? Please help myself, and the many others suffering in this community. This is the only provider in the area that offers speeds above that of a cell phone connection, which just isn't going to cut it for the working class american. If they're going to have a monopoly over the area, at make them do their damn jobs.

Ticket: # 1358533 - Lousy service/internet speed encounter

Date: 12/18/2016 8:40:00 PM

City/State/Zip: Los Angeles, California 90008 Company Complaining About: Time Warner

Description

I continue to received deplorable service from the Time Warner phone reps (in general). I called today about the slow response of my internet speed. I first reached Julian (a female). She refused to give me identifying information about herself. When I asked her to spell her name she just laughed. I asked for the supervisor. She transferred me to another rep, Cortnei who was the same. I told her I wanted to find out who the first rep was and file a complaint. This fell on deaf ears. I asked for the supervisor. I got Alex who told me that Time Warner has no methodology to know which phone rep answers the service call unless they actually 'access' the customers account. He said he could not see who the frist rep (Julie) was. I told him I was calling tech support, that was what I had entered in the automated menu at the beginning of the call. He told me to do a speed test. The results showed my speed was low. I am paying for 100 mbps and am getting 22 on the download 11.2 on the upload. He transferred me to Anna in the Philippines. I asked to be transferred to Colo. Springs. I got Marty. Helped me. I then asked for the supervisor, I got Shae who told me JulianneH, opr ID #1861299 was the first rep. I would like to file a complaint about her. She obviously does not think customer service plays a key part of the success of Time Warner. She does not appreciate that the customer is the only reason she is there. Maybe she needs to be out there among the unemployed.

Ticket: # 1358572 - Comcast shenanigans with Youtube and Facebook

Date: 12/18/2016 9:48:26 PM

City/State/Zip: Frederick, Maryland 21703 Company Complaining About: Comcast

Description

I have 150mbit internet from Comcast. Speedtests run fabulously but HD video from Youtube is very slow and HD video from Facebook will not play at all. If Comcast wishes to sell internet service, then they must sell internet service and not the hobbled service that they call "internet". This is not simply an FCC issue. This is truth in advertising. This is consumer fraud. This is anti-trust. Force Comcast to deliver the internet service that they are selling OR force them to separate their infrastructure from their content services so that they don't have perverse incentives to screw over their customers. Comcast should be a "dumb pipe" communications utility company. If they don't like it, tell them to get out of the cable business and go do something more exciting.

Ticket: # 1358792 - TDS - Blue Ridge GA

Date: 12/19/2016 10:04:20 AM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

I have been paying for a 15 meg download service for years. I have actually had phone service with TDS since 1988 at my current residence, they are the only Internet and Phone service available. I live 1.5 miles from there switch and there are now. As more and more people are moving out to Fish Hook Point, Browns Cove, Highland Falls and Magnolia (now over 50 homes) there has been no upgrade in service. We are all being run off the same DSL line and TDS is charging me around \$100 per month for the phone and internet service. Everyone around me wants an alternative or for TDS to upgrade the service.

Ticket: # 1358980 - Far below advertised speed with inconsistent speed

Date: 12/19/2016 11:40:18 AM

City/State/Zip: Elburn, Illinois 60119

Company Complaining About: Mediacom

Description

I have had constant issues with connectivity and with the internet being nonexistent at times. I pay for 100Mbps download speed and am lucky to get 15Mbps download on a good day if the Internet is there at all. Countless efforts have been made to contact mediacom and fix the issue but they claim that because the development in our neighborhood went faster than expected they didn't get enough equipment in but since development has slowed they no longer see the benifit in finishing the installation of our developments equipment causing the entire neighborhood to go through the same problems I am having as there is no other provider in our development.

Ticket: # 1359263 - Very bad service!

Date: 12/19/2016 1:53:28 PM

City/State/Zip: Vandalia, Missouri 63382

Company Complaining About: Windstream Communications

Description

Where do I start? Windstream has almost NO service here whatsoever but yet still have to pay for fast internet services. I called them on December 15th at 6:30 pm for no service, they informed me of no IPP address for service. They told me they would call back within 24-48 hours. Still waiting for the call. They expect full payment for high speed internet services when I'm getting 0 internet! Something Needs to be done with windstream!

Ticket: # 1359471 - Comcast / Xfinity Internet Service

Date: 12/19/2016 3:12:15 PM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

To whom it may concern

I recently had Comcast/Xfinity TV/internet installed on December 13th 2016 and am dissatisfied with the internet service I purchased which should have been up to 200 Mbps. Firstly, since the Comcast/Xfiinity internet was installed it has dropped off approximately 45 times and counting as of today. Additionally, after checking the speed over 30 times on SpeedTest since it was installed the average download speed over 80% of the time is 13.90 Mbps.

I feel it was a huge mistake switching my service and feel I should not be paying extra \$\$ for a internet service I am not getting.

I would like the Comcast/Xfinity to either deliver what they said they would or pay me back for a service I am not currently receiving.



Ticket: # 1359480 - Terrible availability of bandwidth

Date: 12/19/2016 3:18:00 PM

City/State/Zip: Springfield, Georgia 31329 Company Complaining About: Hughes Net

Description

I am a subscriber to Hughesnet Satelite internet. I left My Windstream DSL three years ago for the same reason I will describe here. Hughesnet and every other provider advertise these rediculous speed/bandwidth claims, bill us for the claimed bandwidth, in small print disclaim the actual advertised bandwidth, and fail miserably in providing what they advertise. I Pay for 20Mbps. I can get that at 4AM in the morning so I know my equipment is functioning. Pretty much any other time when people are up and about I am lucky to see 5Mbps it is usually much less even as poor as 880Kbps. These companies have limited bandwidth available, and they just keep adding and adding subscribers without regard to the impact they have on existing, and new, customers.

These companies should not be allowed to advertise these pretend data rates or bandwidth. They should only be allowed to advertise the data rate they will guarantee 24/7/365. No disclaimers no exageration, no nonsense. If they do not provide the stated, billed rate, the must reimburs the customer for not providing the service being paid for.

I contacted them early on im my subscription period but they were unable to improve the service. Even as bad as it was it was still faster that the Windstream DSL. I live in the country with no other choices than those mentioned. Cellular is 3g and one bar of signal so it is not an option for data. Thanks

Ticket: # 1359906 - Problems with ATT Internet

Date: 12/19/2016 6:28:41 PM

City/State/Zip: San Rafael, California 94903

Company Complaining About: AT&T

Description

I'm paying for 75 MB speed for ATT Uverse at my home and I'm not getting even 45 , I have been complaining regarding this for many months now.

Ticket: # 1360153 - no internet connection, low speeds

Date: 12/19/2016 9:56:13 PM

City/State/Zip: Warsaw, New York 14569

Company Complaining About: Frontier Communications

Description

Description

My internet service has been losing connection every day after 5 pm for the entire time ive had it. I have had techs out multiple times with no resolution. My speed when connected by Ethernet is less than half of what I am paying for when it is working which is not often

Ticket: # 1360268 - TWC throttling data leaving network

Date: 12/20/2016 12:13:00 AM

City/State/Zip: Austin, Texas 78752

Company Complaining About: Time Warner

Description

Any traffic that leaves TWC network is heavily throttled. Typical speeds will be 2 mb down, 1 mb up. Latency will be between 200-400ms. This is with any server not on the TWC network. This has happened ever since I started my account with them, in Feb 2016. After a dozen attempts at contacting them, the issue is usually closed without any follow-up or escalation despite my requests.

Ticket: # 1360343 - TMobile Thottling Service

Date: 12/20/2016 3:50:45 AM

City/State/Zip: Philadelphia, Pennsylvania 19148

Company Complaining About: T Mobile

Description

Tmobile is misleading its customers by throttling its Binge streaming service. This is obvious by a basic speed test comparison.

Ticket: # 1360346 - Extremely slow internet speeds

Date: 12/20/2016 4:03:52 AM

City/State/Zip: Irvine, California 92612 Company Complaining About: Cox

Description

I have Cox as my internet provider, and I've paid for 15mb/s as my download speed. Nearly every day, my internet speeds run at about half of the speed, at around 7 to 8 mb/s and there are some parts of the day that go as slow as 1mb/s. I'm using my computer near my router and I still have a difficult time using the internet normally.

Ticket: # 1360384 - Frontier DSL Internet

Date: 12/20/2016 9:02:34 AM

City/State/Zip: Mason, Texas 76856

Company Complaining About: Frontier Communications

Description

I was migrated over from AT&T after Frontier purchased this market and guaranteed the same download speed (15 Mbps), no increase in bill, and no contract. Frontier has me now at 7mbs download speed thereby defaulting on their original agreement. I have been in touch with Frontier and do not seem to be able to get in touch with the correct people to resolve the issue. I live in Mason, Texas where we are in a captive and uncompetitive market. Any assistance your office may be able to provide would be greatly appreciated. Respectfully yours,

(b) (6)

Ticket: # 1360624 - Constant issues with internet for same issue for four years, Time Warner, now Spectrum will not fix.

Date: 12/20/2016 11:44:10 AM

City/State/Zip: The Colony, Texas 75056 Company Complaining About: Time Warner

Description

I have had continous issues with Time Warner Cable who was just purchased in my area by Spectrum. I pay for the highest speed available due to multi users on my internet etc.. I have had at least three or four new modems because they say this is my problem. However, on every call, the tech has noted that there is an issue with their wiring in the neighborhood, not just at my house. This has been going on for four years. I work from home so I have lost numerous days of work due to these constant issues. I had a technician here yesterday, he put new wires from the hub to my house and said the same thing, it isn't my house wires, or my modem, it is the wiring in the neighborhood. In fact, I wasn't the only one experiencing it, my entire street and two other streets were involved because of the recent cold snap (wind chill -1) and the old wires just were too brittle and old to handle the change in temperature. I was told yesterday they had 24 hours to fix it, or I could complain to the FCC, I've been told this would be fixed for 4 years now, I believe that they have had their 24 hours and then some.

Ticket: # 1361944 - Inconsistent speeds

Date: 12/20/2016 9:02:31 PM

City/State/Zip: Rockford, Illinois 61107 Company Complaining About: Comcast

Description

I have as promised speeds up to 75mb. I rarely have speeds more then 20mbs and at times have speeds at .9 to 1.5mbs a sec. Thos is false advertising and I want out of this contract to drop down to a lower internet speed deal.

Ticket: # 1361968 - Not getting the internet speeds i pay for

Date: 12/20/2016 9:28:33 PM **City/State/Zip:** Kyle, Texas 78640

Company Complaining About: Time Warner

Description

Im on a 200mbps down plan on which i pay \$60.40 a month but i end up getting 2mbps down and 20 mbps upload speeds instead.

Ticket: # 1362047 - Internet Issues with Claro Download Speed

Date: 12/20/2016 10:25:15 PM

City/State/Zip: San Juan, Puerto Rico 00926 Company Complaining About: Claro Pr

Description

At the moment i'm subscribed to an 8mb of download speed and I was receiving only 5.72mb. I called them because of this issue and then they started to run some test and now i'm receiving 7mb of download speed. I was telling them that I contracted 8 mb of download speed and they are telling me that by contract that I signed, they only assure 75% of the download speed bandwith. I told them that I did not sign any contract that I ordered by phone and I did accept a contract for 24 months of service but I was never told that they only assure 75% of speed bandwith. Im telling them that if I pay 100% of my total balance due each month I'm supposed to get my 100% 8MB of download speed also.

Ticket: # 1362416 - VERY **Date:** 12/21/2016 11:09:59 AM

City/State/Zip: Glen Allen, Virginia 23059 Company Complaining About: Verizon

Description

I moved into my new home around 5/20/16. From the start my service and lack of service has been bad. I have complained about the service and filed a complaint with Virginia Service Commission. The last contact that I had with a rep from Verizon was November 16 in the form of an email. Ronald M. Verizon Executive Relations Team 973-422-4906 sent me an email telling me he has been trying to get a hold of me. I have left him numerous messages and emails. I have not heard back from.

My internet service with Verizon is very slow between the hours of 4:30 PM- 11:00 PM. The best time for me to use the internet is by getting up at 4:00 AM. I believe that dial up was faster at this point . Help me to understand what it will take to get this fixed. It has been five months or a month depending on which complaint you look at.

I just got off the phone with Ms. Little from Maryland that told me nothing was on my account about these issues I am mentioning. That scares me that Verizon hasn't even noted the lack of service. I would appreciate if you could help me to get this fixed.

Ticket: # 1362592 - Low Speeds

Date: 12/21/2016 12:31:00 PM

City/State/Zip: Radford, Virginia 24141 Company Complaining About: Shentel

Description

We are paying for 10mbps. Quite often our speeds around 2 or less. Shentel has give us many excuses over the past two years and caused us to spend alot of money on different routers they tell us we need to achieve the speeds we are paying for, but are speeds are still low. They say they will send a technician out to fix this, but they will most likely charge us for it even if they can't fix it or find whats wrong.

Ticket: # 1362748 - internet service

Date: 12/21/2016 1:35:12 PM

City/State/Zip: Waconia, Minnesota 55387

Company Complaining About: Frontier Communications

Description

Internet constantly dropping service, speeds being paid for we are not receiving. We are paying for 6mbps and only receive 1-1.5mbps at the highest. 7 phone calls in the last 10 days and still no permanent resolution.

Ticket: # 1362985 - Super-slow internet connection

Date: 12/21/2016 3:19:54 PM

City/State/Zip: Winter Park, Florida 32792 Company Complaining About: Centurylink

Description

Ran speed test today:

2.65 Mbps download, 0.39 Mbps upload.

Have been paying over \$45 monthly to this ISP who advertises much higher speeds, still far below the current industry standards.

Ticket: # 1363039 - internet connection speeds and fraudulent claims via century link and direct tv

Date: 12/21/2016 3:43:23 PM

City/State/Zip: Tijeras, New Mexico 87059 Company Complaining About: Centurylink

Description

For 16 years we have been paying (initially UsWest and now) Centurylink for DSL internet connection speeds. We have done internet connection speed tests at various intervals over the span of those years and NEVER ONCE have those speeds ever approached anything more than fast dialup, at best. Now we are paying CenturyLink and Direct Tv for an internet "bundle" to support our use of the "Genie" technology and all the promised benefits of that tech like live streaming or "on demand streaming" of programs or the ability to retro stream the beginning of a program already in progress simply by pressing the rewind button on the remote. We have never been able to take advantage of these "promised" benefits, nor have ANY of our neighbors, owing to the fact that we DO NOT receive DSL speeds. The equipment attempts to process the streaming request and always fails, stating that speeds are not sufficient to fulfill the request. This is fraud. Our contract with our provider offers these benefits as a condition of the contract with them and we cannot, due to the inadequacy of the equipment and lines (all old copper and NOT fiber optic, which would be required to provide fulfillment of the promised speed and capability for which we are being billed) EVER get the benefits we or our neighbors are paying for. We intend to file a class action suit against CenturyLink and DirectTv if we cannot get satisfactory help following this complaint. We have sufficient numbers to file a significant petition.

Ticket: # 1363302 - Hugh's net

Date: 12/21/2016 5:35:55 PM

City/State/Zip: Hudson, Colorado 80642 Company Complaining About: Hughes Net

Description

Faulty service, missleading contract and large termination fee

Ticket: # 1363379 - 6 months of internet speeds and cable issues

Date: 12/21/2016 6:16:47 PM

City/State/Zip: Woodridge, Illinois 60517 Company Complaining About: Comcast

Description

Description

6 months ago we moved to an apartment that only allows Comcast cable. The tech clearly stated that the service was poor and he would attempt to fix it by adding an amplifier. From day 1 we noticed slow speeds with internet Andy cable. Throughout the 6 months we had many issues with intermittent disconnect and severely slow internet speeds. Now today I believe the issues have technically been fixed after 2 weeks with having been on the phone with many representatives and supervisors, tech support, internet connection support, and 2 home tech visits. They have been able to identify that we had an old box and that the issues we were having (download speeds at 20 when paying for 75) were likely wiring problems or other issue so out of my control. So okay 6 months of this terrible service, I'll just speak with a supervisor and I'm sure they'll take care of their customer service like ATT would. NOPE. They offer free channels and \$7 in reimbursement. I WILL BE CANCELING SERVICE and am in total shock with the poor customer service from most of the people I spoke with. I have never heard of a company not caring at all like this. control.

Ticket: # 1363384 - Failure to Provide Service

Date: 12/21/2016 6:21:49 PM

City/State/Zip: Lincoln, Alabama 35096

Company Complaining About: Usa Communications

Description

On December 2nd, 2016, I called USA Communications to report that the 15mbps downstream service was experiencing severe interruptions (resulting in either speeds of lower than a 5th of what was supposed to be provided, or intermittent outages).

A technician was scheduled to come on the 9th, and I received notification a day before. I requested he come out after 3:00pm, and then corrected this to 4:00pm. The technician arrived on the 9th at 3:46pm, when no-one was home.

I offered to call someone and have them come over to the site to let him in, and he stated that an 'ongoing issue' was in the area, and that he did not want to work on it while this was the case. He stated that he would call me shortly to reschedule.

I did not hear anything from USA Communications or the technician until the 17th of December when I called the Weekend office regarding the issue. I was told that the weekend service was not able to provide any service regarding repairs or support and would have to call back during the week. I sent in an email shortly afterwards.

I did not receive a response. I contacted USA Communications via phone on December 20th, but after 15 minutes of holding, I disconnected and used the website's LiveChat to speak with 'Ken' regarding the issue.

He stated they had called my number three times to reschedule, but I am able to provide photographic evidence that this is not the case: Only three numbers called my cellphone (my main number and my primary contact on the account) outside of my family during the month of december; Two were located in other parts of the country from the USA Call Centers and marked as Spam by Sprint, while a third called using *67 to block their number, and did not leave a voice mail. They also never responded to my email when I requested information.

He stated that the best he could do was schedule a technician to come out on 1/3/2017, which, by this point, would have the service have been effectively unusable for about a month.

I asked him to try and schedule one sooner, and he refused, and when asked if I could have a credit on my account for the Month of December to the total of the service bill (\$49.95), he refused and said I would need to call in and speak to a supervisor.

When calling the number to speak to a supervisor, I was placed on hold for a cumulative total of 15 minutes before being told that the supervisor was not available and that I would be called back shortly.

I have not heard anything back.

Ticket: # 1363428 - T-Mobile's unlimited data plan

Date: 12/21/2016 6:42:51 PM

City/State/Zip: Olive Branch, Mississippi 38654

Company Complaining About: T Mobile

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Description

I purchased T-Mobile's unlimited data plan for my phone line in the fall of 2013. This was supposed to be for unlimited 4G LTE/high speed data. Today I received a push message on my cell phone that stated:

You've used 26GB of data this month. If you exceed 28GB before your T-Mobile resets on 01/10/2017, you still get unlimited data but may at times notice reduced speeds in areas with network congestion, info & usage tips: http://t-mo.co/mydatausage

If I purchased the unlimited high speed/4G LTE data plan, why would the speed of my data be reduced? I was told my a T-mobile customer service associate through Twitter today that I would still have unlimited data but may at times have reduced speeds. This is a far cry from unlimited HIGH SPEED data, which is what it is called on my bill.

A coworker sent me this:

On all T-Mobile plans, during congestion the top 3% of data users (>28 GB/mo.) may notice reduced speeds until next bill cycle due to data prioritization. Video streams on smartphone/tablet at 480p unless you activate an HD Day pass. Capable device required for some features. For direct communications between 2 people; certain numbers not included & may incur add'l charges. Tethering: Tethering at max 3G speeds; full speeds avail. with Plus Int'l. See T-Mobile.com/OpenInternet for data management details. Standard int'l speeds approx. 256 kbps.

This brings me to my point, if they cannot truthfully offer unlimited high speed data like what I am paying for, and what I have paid then why is it still available?

Ticket: # 1363554 - Centrystink

Date: 12/21/2016 7:49:04 PM

City/State/Zip: Elizabeth, Colorado 80107 Company Complaining About: Centurylink

Description

worst customer service EVER!

They make appointments and never show up

Ticket: # 1363807 - Verizon DSL

Date: 12/22/2016 12:41:04 AM

City/State/Zip: Lambertville, New Jersey 08530

Company Complaining About: Verizon

Description

I was told by the salesman that DSL would provide faster Internet service than my xfinity service. I advised the sales rep of my then current download and upload speeds, but was flat out lied to and tricked into a contract with Verizon. Verizon thus far has provided unreliable and slower Internet speeds than I had previously.

Ticket: # 1363812 - Internet speeds

Date: 12/22/2016 1:12:00 AM

City/State/Zip: Troup, Texas 75789

Company Complaining About: Centurylink

Description

CenturyLink says I'm supposed to get 10mb/s download speeds, in reality I get 0.8-1.5 this is unacceptable

Ticket: # 1363829 - "Unlimited" home internet package being throttled

Date: 12/22/2016 1:49:01 AM

City/State/Zip: Woodburn, Oregon 97071

Company Complaining About: Wave Broadband / Wavedivision Holdings, Llc

Description

Hi, I would like to formally complain about my ISP. I currently pay for 250Mbps internet for \$80 a month, which comes with 1TB of bandwidth, outrageous in its own right. So then I pay another \$20 a month to get unlimited bandwidth. I call in to find out why my internet has been so slow, and the rep informs me that they will throttle customers after 2TB of bandwidth down to 10Mbps! How is this even legal? How can they charge for "unlimited" bandwidth but then throttle me to 4% of the advertised speed I pay for! FOUR PERCENT! That's 1/25th the speed. And only after an extra 1TB of data used, if comparing the 1TB that comes with the limited plan.

I am so frustrated. Its so misleading. Thank you for looking into this.

Ticket: # 1363854 - Paying for Speeds far greater than received

Date: 12/22/2016 3:09:09 AM

City/State/Zip: San Antonio, Texas 78233 Company Complaining About: Time Warner

Description

I am paying for 100 Mbps with TWC, but am getting around 30% or less than that at a good time, and on average I get around 10% or less of what I am paying for. At the time I am writing this, I am getting around 8 Mbps, or 1 MBps (screenshot was taken a little after this speed, when it went up just a little) at almost 1 AM, which shouldn't be a peak time. Lately my connection consistently drops, and I am without internet for up to 20% of the day.

To date I have called a minimum of 5 times, and have had my gateway replaced, and have had a tech come out to check it out.

This is absolutely not what I am paying for, and I honestly don't know how this is legal.

Also, I am aware 1 screenshot shows that it can't access 192.168.0.1, which points to a router issue. At the time of the screenshot it had been around 5 or 10 minutes with no internet, but by computer still showed that it was connected both by LAN and WAN. This was after a router replacement.

Ticket: # 1363878 - Internet extremely slow

Date: 12/22/2016 7:10:32 AM

City/State/Zip: Sherman Oaks, California 91411 Company Complaining About: Time Warner

Description

I have internet service through Time Warner Cable. Now that spectrum took over my internet speed is extremely slow and I pay for 50 mbps and I get a fluctuating speed between 20mbps - 38mbps all day. I am supposed to be able to support 8 devices in my home and I can not do that. My modem is also up to date. I just purchased a new one and made sure it had all the right specifications to handle the service I am paying for. Pleas can you help me? I have contacted Spectrum over 3 times already and they haven't fixed the problem or offered any solution to the problem.

Ticket: # 1363886 - Internet Service

Date: 12/22/2016 7:58:22 AM

City/State/Zip: Sheridan, Arkansas 72150

Company Complaining About: Windstream Communications

Description

On 11/30/2016 I contacted Windstream Communications to inquire about internet / home phone service at my new location. I had already viewed what was available to me on their website. According to their website when I entered my address, it showed to have 2 different levels of internet speed for my location. They offered a 6 mbps and 25 mbps package. The representative I spoke to on the phone confirmed this. I opted for the 25 mbps because it was only \$10 more per month. My service was finally connected on 12/13/2016. Over the course if the following week, I checked my speeds at various times. The avg speed was 12.5 mbps at any given time.

I contacted Windstream Communications on 12/20/2016 in regards to what I ordered versus what they was providing. The representative I spoke with put me on hold and informed me the tech noted I only had 12 mbps at my location, and that is what I was being billed for. I advised her I signed up for the 25 mbps package, the rep on 11/30/2016 and the website never showed a "12 mbps" package. She quickly went into defensive mode and started apologizing and telling me that "I didnt understand" because I was being charged for a "12 mbps" package (which they dont even offer).

Windstream is advertising and falsely promoting products they do not deliver.

Ticket: # 1364132 - Spectrum internet speed issue

Date: 12/22/2016 12:04:13 PM

City/State/Zip: La Mirada, California 90638

Company Complaining About: Spectrum - Formly Known As Time Warner Cable

Description

I switched to Spectrum for internet service on November 11, 2016. The reason I switched to Spectrum was for their ultra-fast internet with speeds starting at 100 Mbps. However, after running a speed test I realize that I was only receiving 50 Mbps. Thus, I scheduled a technician on December 1, 2016 to correct the problem (job # 182313). After running number of tests and communicating with his supervisor on the phone, the technician was able to determine the problem. He explained to me that his supervisor informed him that it was a SEC issue. Consequently, all the Spectrum customers in this region of La Mirada are only receiving 50 Mbps ("capped" of at) of 100 Mbps that is being advertised. Unfortunately, 40 days has passed since they installed the internet service and I am still receiving 50 Mbps. I last spoke to an customer representative on December 8, 2016. The representative assured me that problem will be corrected soon and they will be contacting me shortly. Furthermore, they offered price adjustment on my bill for the days that I was only receiving 50 Mbps. To say the least, I just paid my bill in full for internet service that I am not receiving. Moreover, the 50 Mbps has impeded my work at home. Note I just ran another speed test today - December 22, 2016 and I am still receiving 50 Mbps.

Ticket: # 1364189 - Deceptive Internet Speeds Marketed to Customers

Date: 12/22/2016 12:30:11 PM

City/State/Zip: Grand Prairie, Texas 75052 Company Complaining About: AT&T

Description

I've had Internet Services with ATT for well over a year now and due to intermittent interruption in service, slow downloads and continuous buffering I've had to numerous technicians out to attempt to resolve the issue with no success. My package includes services of 45 MBPS upload and 25 MBPS download speed however, daily checks of my internet speed shows an average of 8 MBPS download and 6 MBPS upload during morning hrs and 5-6 MBPS download and 1-2 MBPS upload during evening hrs. I've called and filed several complaints with ATT who appears to be well aware that the customer in the Grand Prairie, TX areas do not receive the full benefits of the services marketed to them however, they still continue to charge the full amount for the services. This is deceptive marketing practices that should be investigated just like the deceptive cell phone data usage concerns were.

Ticket: # 1364234 - Internet Service-Frontier Communications

Date: 12/22/2016 12:49:26 PM

City/State/Zip: Atmore, Alabama 36502

Company Complaining About: Frontier Communications

Description

My complaint is as follows: We have Frontier Communications Broadband service for which they promise up to 2 Mbps speeds. I am aware that the FCC classifies broadband as no less than 25 Mbps, so I am not sure how Frontier charges us for Broadband service to begin with. However, using internet speed tests we have never gotten above 1Mbps since we have had Frontier's internet service. The test consistently shows .5 on average. I am complaining because we are being charged for Broadband service which we are not getting and we are not even getting close to the speeds promised by Frontier and billed for these speeds.

Ticket: # 1364468 - Service Oversubscribed

Date: 12/22/2016 2:46:06 PM

City/State/Zip: Pocahontas, Arkansas 72455 Company Complaining About: Centurylink

Description

Our internet service with CenturyLink has been at "permanent exhaust" for over three years. I have emails dating back to May 2013 from CenturyLink's customer service stating that they are aware of the problem however they have no plans to fix the issue.

As such, our internet speeds are constantly lower than the those stated on our advertised service plan. Additionally, our internet service frequently disconnects and/or times out during peak usage times.

I have contacted CenturyLink's customer service numerous times regarding the issue and every time they tell me that the service is still in exhaust. Their only solution has been to no longer add customers in the area, however that has not fixed issue.

Ticket: # 1364565 - Charged for internet speed not delivered

Date: 12/22/2016 3:45:29 PM

City/State/Zip: Huntington Beach, California 92646

Company Complaining About: Time Warner

Description

In my case, when field technicians are aware that there are hardware issues network wide that prevent the customers from getting the level of Internet Service that they are paying for, why is there not a RECALL NOTICE so Customers know there might be issues that involve their internet service?

We are currently a customer of Time Warner-now Spectrum and signed up for the Triple Play Premium package with the Ultimate 300 Mbps upgrade. This was done in August of this year 2016. Last week I discovered that I was only receiving between 40 to 50 Mbps download speed after talking to a Service/Sales Rep at Spectrum. She stated that I should be receiving closer to 75% of the bandwidth. She reconfigured my Internet Modem with no change, asked me to check other Laptops, which gave me the same result as earlier. Since all of our Apple Laptops do not have an Internet cable RJ45 jack, I was not able to plug the computer directly into the Internet Modem that they provided and I paid a monthly fee for. This was the first time that anyone in my house had run a speed test since the package was installed. I assumed after the equipment was installed in in August and the Technician signed off, that everything was fine. My son and daughter did notice that some of their downloads had issues, but we never associated it with lack of bandwidth speed delivered to our recorder set top box or computers.

I asked her to please send out a service technician to resolve the issue. As soon as the technician came in and saw our equipment, he stated that they have had issues with the Internet Modem we had and would replace it with a newer/better Modem. He did this and the results were better giving us 120-145 Mbps download but nowhere near the 300 Mbps. He further check out outside lines and did not find anything wrong there.

The technician called his service center to reset our services tried a few things on his notepad that did not do anything. He then brought in the original modem and stated that he was going to put the telephone VoIP Service on it and then deliver the Internet services on the new modem. After consulting with his service center to reconfigure the original modem to be for the phone service only and the new modem for the Internet Service only we both waited for nearly 30 minutes for the new and old modems to reconfigure. At this time we were close to 1 and 1/2 hours of service call time. The results were now 325 Mbps download speed with 24 Mbps upload. The technician stated he did not know why the VoIP phone service interfered with the Internet Data Service and agreed with me that this should not be the case since no one was using the phone service while we ran testing on the Internet data speed. This is best explained as a result of the update and reconfiguring of the two-modem boxes.

The internet data speed for us is far more critical than the phone service as none of our friends or contacts have the new assigned number and we use our cell phones for making and receiving almost all of our calls.

I called the Time Warner-Spectrum Service team to get an adjustment on my bills since we were not receiving anywhere near the 300 Mbps as advertised even after the phone technician and the on site technician ran their tests and reboots. The Service Team stated that they would give me one month

of credit for \$50 since I had not notified them earlier of this issue. My response was that they should be offering me August through today credit for the Ultimate 300 Upgrade since I was only drawing 40-50 Mbps during this time. They said it was my fault and I asked them how am I or any customer to know that they should be running speed tests to see if they are getting what they are paying for?

A proper Class Action Solution would be for all Internet Service Providers to program their service to automatically run daily speed tests on the client side through their modems or set top boxes to verify that the Customer is receiving proper Quality of Service. Why should a Customer who has no idea how to run speed tests or even know how to check to see what their internet speed is be held responsible? In my case, when field technicians are aware that there are hardware issues network wide that prevent the customers from getting the level of Internet Service that they are paying for. Why is there not a RECALL NOTICE so Customers know there might be issues that involve their Internet service?

Ticket: # 1364674 - AT&T Internet Fraud

Date: 12/22/2016 4:53:12 PM

City/State/Zip: Manor, Texas 78653 Company Complaining About: AT&T

Description

On December 16, 2015, I spoke to Nadir B., AT&T representative, concerning an increase from msbp to 24. She said the upgrade would cost 5.00 more which would be 47.00.

On February 22, 2016, I noticed that I stoll had 18 msbp, so I contacted AT&T and spoke to Jeep. He stated that the increase will be 24 msbp as of March 1st.

I contacted AT&T today (December 22, 2016) and was told there never was 24 msbp applied to my account. I was very outraged and they offered to change it to msbp, but never mentioned a financial compensation. I stated that I would file a complaint with FCC. They didn't seem to care. (Note: I printed the original instant messaging conversation of December 16, 2016 and the other dates were writ ten documentation.)

Ticket: # 1364786 - Comcast-Xfinity

Date: 12/22/2016 5:49:40 PM

City/State/Zip: Eads, Tennessee 38028 Company Complaining About: Comcast

Description

Our neighborhood, Big Bell, has experienced a myriad of issues, outages and poor performance (fluctuating bandwidth) with Comcast-Xfinity. Month after month, a service technician arrives and adjusts the lines, only to impact others in the neighborhood. It has been the most frustrating experience I have ever encountered with a service provider. We have hundreds of comments on our Nextdoor application about poor Comcast quality and service. Please help!!!

I've attached a word document that shows only a sample of complaints about Comcast from our neighborhood. Please note the number of replies to each post that I did not collect. Literally hundreds of concerned posts!!!

Ticket: # 1364993 - Failure to Repair Internet

Date: 12/22/2016 7:56:31 PM

City/State/Zip: Green Valley, Illinois 61534 Company Complaining About: Centurylink

Description

For 4 days, going on the fifth, we have contacted Centurylink to request internet repair, as we are currently paying a price for 10mbps download, and currently only getting 0.5 mbps download. Centurylink responded by paging a technician and creating an appointment for the technician to come out and investigate the issue. The technician has not arrived, nor contacted us about the appointment. We called back the day after he was expected to arrive, and the issue was reported to the local supervisor of the office, as well as sending another email to the technician. No response has been recieved during any of the days, and we have called in about the issue every day since the 18th. It is currently the night of the 22nd. The internet issue has not been resolved, and Centurylink has not taken any productive steps to resolve the issue.

Ticket: # 1365038 - Internet Service Complaint

Date: 12/22/2016 8:33:45 PM

City/State/Zip: Spring Creek, Nevada 89815

Company Complaining About: Frontier Communications

Description

Service is very intermittent having to reboot router to get service. Been an issue for years and as the community grows and they add customers and more items use the internet it gets worse. They have not upgraded the infrastructure to accommodate this growth. Pay for 10 mps but usually get 1 or less.

Ticket: # 1365181 - Internet Issues

Date: 12/23/2016 12:01:31 AM

City/State/Zip: Lamoille, Nevada 89828

Company Complaining About: Frontier Communications

Description

Description

There has been a non-stop issue with receiving quality internet service for the past month. New modem....No help....Checked wiring...No help....I pay for a monthly fee and am trying desperately to run a business that requires internet. Daily interruption and extremely slow service is costing us dearly!!!! No one will help and No one cares, but they sure take our money monthly!

Ticket: # 1365223 - Frontier internet

Date: 12/23/2016 1:18:15 AM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

Description

I've had frontier since moving into my new home in 2012. For the last year I've seen a huge decline in speed vs what I pay for. I pay for the highest package which is supposed to be a bonded 14mb connection. Every 3-4 months my whole internet will go down with a red light on the modem, I'll call and they then say something happened at the switch and it'll get fixed. I know it's supposed to peak at 14mb and not be consistent but I rarely see even half of that connection. Pretty ridiculous. Attached is a screen shot of my speeds over the last few months.

Ticket: # 1365256 - My speed is being throttled.

Date: 12/23/2016 3:05:20 AM

City/State/Zip: Englewood, Colorado 80111 Company Complaining About: Centurylink

Description

I'm consistently getting 10 Mbps when I am paying for 40 Mbps. As soon as I go onto a speed test site, it automatically bumps up from 10 Mbps to 40 Mbps. When I leave the speed test site, it slows down again. This makes watching Youtube videos and downloading a pain. I ran it again using the Internet Health Test which shows the true speed I'm receiving and I'm getting 10-15 Mbps across the board. I'm using a WIRED connection straight to my router and this is unacceptable.

Ticket: # 1365276 - Internet speeds notnup to par

Date: 12/23/2016 5:53:39 AM

City/State/Zip: Northridge, California 91326 Company Complaining About: Time Warner

Description

I pay for high speed internet with Time Warner/Spectrum. About 75\$ a month supposed to be getting 200mb, barely getting 20.

Ticket: # 1365979 - Cox throttling uploads

Date: 12/23/2016 4:45:38 PM

City/State/Zip: Mission Viejo, California 92692

Company Complaining About: Cox

Description

I pay for 300mb download and 30mb upload speed. Whenever I use a significant amount of upload bandwidth (the work I do from home requires large uploads to my backup sites and clients), my upload speed will drop to around 5mbs. This has happened three times this year and each time Cox says they aren't throttling but can not find any issues with my equipment or their network. After I complain for several weeks it corrects itself. Coincidentally it is usually around the time I'm billed for the next months service. It is very obvious that they are throttling even though my plan does not have a bandwidth cap and their policy states they will not throttle.

Ticket: # 1366022 - Frontier DSL internet Kayenta Arizona (86033) Surrounding areas.

Date: 12/23/2016 5:14:45 PM

City/State/Zip: Kayenta, Arizona 86033

Company Complaining About: Frontier Communications

Description

Frontier DSL internet Kayenta Arizona (86033) Surrounding areas.

Frontier communications is offering subpar internet in this area via copper DSL. They make available .5 megabits upload and 10 megabits download for residents under the false advertising (High Speed Internet). They claim the service is 1 mega bit upload and 12 megabit download. Not only is this speed slow and shouldn't be counted as high speed internet, they can't even offer the speed they claim. They are charging consumers nearly \$50.00 for this slow internet. This is a disservice and should be investigated. They have monopolizes this area and offer unreliable internet that goes out regularly at speeds they can't even maintain. Please investigate frontier communications for the consumer fraud. I am a prospective customer. My parents have the service about 200 yards away, and I see them lose connection constantly and they have never once been able to achieve the advertised speeds. Yet Frontier offers no contracts and an expensive rate, knowing full well there is no other options. I am relocating back to Florida because of this breach of trust and contract.

Ticket: # 1366032 - slow internet speeds

Date: 12/23/2016 5:21:30 PM

City/State/Zip: Fort Worth, Texas 76131 Company Complaining About: AT&T

Description

We are paying for gigabyte power. I have been talking to ATT constantly. Engineers are supposed to be out etc. The fiberoptic line is damaged. They swear it is fixed and this speed which is done in the daytime hours is still not working properly. I am STILL not getting my service. I can't even run some aspects of my kindle and roku because it is so slow

Ticket: # 1366181 - Slow Internet

Date: 12/23/2016 7:56:47 PM

City/State/Zip: Tacoma, Washington 98409 Company Complaining About: Comcast

Description

I am paying for 75 mbps, and usually get around 0.5 - 5 mbps.

Ticket: # 1366246 - Ongoing internet issues

Date: 12/23/2016 9:35:43 PM

City/State/Zip: Collierville, Tennessee 38017 Company Complaining About: Comcast

Description

Internet speeds of less that 2mbps for months. Multiple calls to the company. No one contacted has even come close to helping resolve the issue. 8 calls with the company in the last 7 days.

Ticket: # 1366265 - Extremely slow internet

Date: 12/23/2016 10:03:12 PM

City/State/Zip: Mesa, Arizona 85215

Company Complaining About: Centurylink

Description

I'm supposed to have 20mbps internet speed but I'm never able to get over 9mbps download speeds and ALWAYS under 1mbps upload. I have contacted CenturyLink after months of them doing nothing I finally got a technician to check my service, he claims he fixed it on 12/20/16 but it's worse now. I'm unable to use my internet at all now.

Ticket: # 1366282 - Services not delivered

Date: 12/23/2016 10:53:14 PM

City/State/Zip: Beaverdam, Virginia 23015 Company Complaining About: Centurylink

Description

Description

To Whom It May Concern, I currently am paying \$45+ a month for services that I am not consistently receiving. I was promised consistent and steady internet with speeds of 12mbps. Every night I find myself hovering around less than 1mbps, this causes massive problems for anything I try to do on the internet. Speedtest.net can confirm the lack of service. I find myself constantly being kicked off the internet because it is either too slow or there simply isn't enough of it. It's almost like my ISP, CenturyLink, is splashing me with internet instead of showering me with it like what I'm paying for. I've submitted issues and resolution tickets with the company and the better business bureau but neither one has yielded me any successes. I'm given the same answer every time when I call customer service which is that they need to send a technician out. When the technician arrives he arrives in the middle of the day when speeds are decent, but not what was promised nor what I pay for, and declares there's nothing he can do. The issue I have is every single night from 5-11 the internet is no higher than 1mbps. Every night at 8:00p on the dot I am kicked off the internet whether I'm watching a movie, playing a game, researching information online, or any other internet activity. This is simply unacceptable for what I'm paying. Thank you for taking the time and care to help me resolve this issue. This issue has been happening since he inception of service.

Ticket: # 1366421 - GVTC Internet Service - Fiber

Date: 12/24/2016 10:42:24 AM

City/State/Zip: Bulverde, Texas 78163

Company Complaining About: Gvtc Communications

Description

Our DSL internet service rarely provides the speeds we are promised. GVTC has denied requests for lower rates. GVTC refuses to run fiber lines down our street that is less than 2 miles in length even though the fiber runs right up to the corner of our street. What we pay for DSL and the accompanying required phone service is almost equivalent to what other customers pay for the higher quality fiber services. The approximately 40 families on this street have lived here for many years and have paid into the co-op faithfully with very little return on our loyalty. Well, it's really not loyalty since we have no other options. GVTC operates as a monopoly but does not provide equitable service to all customers. I believe there are many areas they could curtail their corporate expenses and reinvest the money into updating older infrastructure. There are students and small business on our street that are unable to keep up with their competition because of unreliable internet.

Ticket: # 1366445 - Poor internet service/slow speed

Date: 12/24/2016 11:41:39 AM

City/State/Zip: Belle Plaine, Minnesota 56011

Company Complaining About: Frontier Communications

Description

Frontier Comm has been charging us for DSL internet service for years advertising "high speed broadband service" up to 6mbps. We routinely measure ours at 1.5-2 mbps and cannot stream any media and our computers are slow. Just a few weeks ago, I complained and was told by one of their own service techs that the local infrastructure is 1970s technology and that all I can do is continue to complain. This is simply unacceptable.

Ticket: # 1366513 - Comcast Terrible Service

Date: 12/24/2016 2:05:15 PM

City/State/Zip: Oakland Park, Florida 33309 Company Complaining About: Comcast

Description

I subscribe to Comcast's Blast! Internet service which is advertised as having upstream speeds of up to 10Mbps, however for many months I have not been able to achieve even 10% of this speed. My upstream speeds are around 250Kbps. That's about 2.5% of the speed which is advertised. I have complained about this to Comcast dozens of times both on line via DM to their @comcastcares twitter account and by phone. Recently a tech came to my house and told me the local wiring is fine and that it is a problem with Comcast's infrastructure. He also told me that Comcast would probably not fix it because it's cheaper to not fix it and let people like me complain. Since my apartment complex is contracted with Comcast, they are very unlikely to lose customers because of this. I do have the option of switching to Uverse, however, and am planning on doing so. I would like a refund for the past year of my internet service which has been unusable for my purpose, which is video streaming. I have had to use t-mobile tethering instead because with my comcast connection, I am unable to sustain an upstream video stream for more than a minute or two before crashing, even at the slowest speeds.

Ticket: # 1366566 - ATLANTIC BROADBAND 50 MB P/SEC. INTERNET SERVICE

Date: 12/24/2016 3:59:20 PM

City/State/Zip: Miami Beach, Florida 33141

Company Complaining About: Atlantic Broadband

Description

ATLANTIC BROADBAND IS DEFRAUDING CONSUMERS BY PROMISING CONSUMERS INTERNET ACCESS AT 50 MB PER SECOND AND NOT PROVIDING INTERNET SERVICE AT 50 MB PER SEC. RATE REGULARLY. I HAVE OBSERVED INTERNET CONNECTIONS TO BE VERY SLOW, AT TIMES NO CONNECTION AT ALL. I HAVE EXPERIENCED DOWNLOADS AT LOW 512k, 525K OR 4.5 AND 4.5 MB P/SEC. I HAVE VISITED INTERNET SITES AT 29 MB PER SEC. AND I HAVE EXPERIENCED PAGE DELAYS AND SOMETIME PAGE STOPS FEEDING VIDEO. THESE EXPERIENCES HAVE OCCUR WITH SMALL COMPANIES AND EVEN WITH SOME COMPANIES THAT HAVE MEGA LARGE SERVERS, LIKE NEWS COMPANIES.

I AM USING A NEW HIGH SPEED GAMING 2016 COMPUTER BY DELL WITH TWELVE (12) GB OF MEMORY AND AN AMD A8 PROCESSORS AND WITH AN ETHERNET CAT6 CABLE INTO MY COMPUTER. ABSOLUTELY NO WIFI OR BLUETOOTH IS BEING USED. THERE IS NO WIFI CHIP IN MY COMPUTER, IT HAS BEEN REMOVED. I SHOULD NOT BE HAVE ANY SLOW OR DELAYED OR "NO CONNECTION" HAPPENING WITH MY INBOUND INTERNET SERVICE.

RESEARCH ON THE INTERNET HAS SHOWN ATLANTIC BROADBAND HAS MANY PEOPLE COMPLAINING ABOUT THE SAME PROBLEMS, WHICH MEANS I AM A VICTIM OF CONSUMER FRAUD BEING CONDUCTING BY ATLANTIC BROADBAND. ATLANTIC BROADBAND IS PROMISING CONSUMERS AT LEAST 50 MB PER SECOND IN EXCHANGE FOR PAYMENT AND THEN THEY DO NOT PROVIDE CONSUMERS WITH 50 MB PER SECOND INTERNET SERVICE.

I AM A MILITARY RETIREE SO I WILL ALLOW GOVERNMENT EMPLOYEES TO VISIT MY APT AND USE THE INTERNET SERVICE TO GATHER ANY EVIDENCE AGAINST ATLANTIC BROADBAND. THIS MAY HELP YOU MAY FILE CHARGES AND SEEK FINES FROM ATLANTIC BROADBAND.

Ticket: # 1366622 - False delivery of internet speeds for years.

Date: 12/24/2016 6:04:41 PM

City/State/Zip: Stilwell, Oklahoma 74960

Company Complaining About: Windstream Communications

Description

I have been with the only ISP in my area for years and have constantly had speed issues. I have learned to live with speeds around .9mbps when I have paid for up to 12mbps and have never seen any improvement in issues. I have been sold speeds packages at 3mbps 6mbps and 12 Mbps and never have my speeds been close to these numbers during the hours in which I am home to use the Internet. My ISP is so terrible that I risked loosing my unlimited data plan for my by tethering just to be able to do my graduate work. If I want to stream any video it will buffer sometimes every 7 seconds. If I had anyway to choose a different ISP I would but nobody else exists here and there is nothing I can do but live with their terrible service.

Ticket: # 1366629 - Shit internet

Date: 12/24/2016 6:24:40 PM

City/State/Zip: Plano, Texas 75025 Company Complaining About: AT&T

Description

Att inter net is complete shit. I was told by someone at art the even though I pay how ever much for a specific inter need speed connection I only get up to, that speed. What the hell is that? I still get billed the same FULL price on my internet bills. No where on that bill does it say since you only received up to this speed you only get billed up to the full price.

Ticket: # 1366633 - TDS Telecom Internet Service

Date: 12/24/2016 6:27:22 PM

City/State/Zip: Blue Ridge, Georgia 33513

Company Complaining About: Tds

Description

TDS sold internet service to my home at (b) (6) Ridge GA 33513. The speed has been lowered to a 1MB download due to capacity issues. I have been unable to use the services for months. TDS has not provided a date when the issue will be corrected.

Ticket: # 1366645 - Slow Speeds and Inconsistent Billing

Date: 12/24/2016 7:27:38 PM

City/State/Zip: Spring Lake, North Carolina 28390

Company Complaining About: Frontier Communications

Description

My parents (one of whom is disabled) have had issues with Frontier for the last seven years. Originally, they were paying nearly \$50 a month. In 2011, my parents cancelled their account and I set one up in my name. Following an assignment to Fort Bragg, my parents began paying the account although it stayed in my name. Since service was established, they have never received about 1.5Mbps. The plan we have now, Simply Broadband Max, is listed as being available at "up to 6Mbps" on Frontier's website. My parents consistently receive 350Kbps to 550Kbps. I have spoken with customer service about this issue. They have sent technicians out to check the lines and replace the gateways. The technicians sent out informed me that the issue wasn't the lines or the equipment. I was informed that Frontier was oversubscribed at the location our DSL gateway connected to. I was told this box was designed for 100 customers (300Mbps connection), but it had nearly 350 on it. I was told it would be upgraded to fiber by mid-2012. In 2013, I asked my parents how the upgrade was working and my father informed me that it never occurred. I contacted Frontier again and they said by the end of 2014. In 2014, I was told by the end of 2016. I contacted Frontier customer support in December of 2016. I was told the upgrade would not occur because there would not be a big enough return on the upgrade, that it would take too long to break even after the upgrade and they were not able to provide a date when the upgrade would occur.

We have used Frontier-provided equipment with a 100Mbps Ethernet port connected to a laptop with a 1Gbps ethernet port and Wi-Fi disabled. The connection speed was 1.1Mbps.

Frontier does not permit any other company to run high-speed internet as they have laid most of the infrastructure.

Ticket: # 1366705 - Comcast Xfinity internet

Date: 12/25/2016 12:31:53 AM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Description

I have been a subscriber/customer of comcast for a year and a half, paying \$140/month. Internet is frequently slow. I returned the modem and got a new one and at that time asked them if I could get faster internet. They said Yes for \$20 more a month we can double your speed. I said let's do that and so it was "done". I have noticed no difference and it is still slow, only now I am paying more. I think there is something fishy going on. I probably should just dump Comcast and choose a competitor but I shouldn't have to go through this.

Ticket: # 1366826 - WOW Internet Providing Slower Speeds Than What We're Paying

For

Date: 12/25/2016 2:08:32 PM

City/State/Zip: Dearborn, Michigan 48120

Company Complaining About: Wide Open West

Description

We signed up for WOW with 300MBPS Download speed. Currently we are receiving only around 10MBPS average since we signed up for the speed on December 12th. We were promised on the initial call with them that they would guarantee 80% of the speed that we pay for and we're only getting around 3%.

Ticket: # 1366867 - Paying for Broadband

Date: 12/25/2016 3:40:35 PM

City/State/Zip: Johnsonburg, Pennsylvania 15845

Company Complaining About: Windstream Communications

Description

I am paying for 25 mb/s and receive less than 3 mb/s. I have never received over 15 mb/s. They have a monopoly on internet service in my area. They are not motivated to provide the service they are being paid for because there is no competition in the area to lose business to.

Ticket: # 1366875 - Terrible Speeds

Date: 12/25/2016 4:18:33 PM

City/State/Zip: Cedar Knolls, New Jersey 07927

Company Complaining About: Charter

Description

Optimum advertises speeds of 20 mbps download, but the speeds we get are normally less than 7-10 mbps. Today (12/25/2016), the download speed has remained consistently less than 3 mbps. We have complained numerous times in the past yet they have never followed up on any complaints. This is an outrage.

Ticket: # 1367004 - Unresolved Internet Connection Speed Isssue

Date: 12/26/2016 12:19:41 AM

City/State/Zip: Long Beach, California 90805 Company Complaining About: Charter

Description

For a over a month the internet speed at my house drops to almost unusable speeds at night. My provider is Charter Communications. They keep sending a tech out and he does a few things that don't resolve the issue and claim they have restored the service. The challenge is that the internet has trouble at night, usually starting around 9pm local time. When the technician arrives the speeds are fine and they claim there is nothing to fix.

I have addressed this issue with the my ISP and they refused to credit the account until the issue is resolved, but nothing ever happens beyond what I have described above. I have been paying for 60 Mbps and have been receiving under 1mbps. Currently am paying for 100 Mbps and same issue at night through early morning. Usually about 10am the internet will start working like normal.

Ticket: # 1367113 - Internet speeds at .4Mbs upload

Date: 12/26/2016 12:16:00 PM

City/State/Zip: Montgomery, Michigan 49255

Company Complaining About: Frontier Communications

Description

Frontier Communications is the provider of the service in our area. We had a technician come out due to our internet reaching .6 Mbs on a good day, averaging .3Mbs during typical time periods. The technician said that this was likely the best performance that we would experience due to the old system that is in our town. Our internet speed has been this way since we first got it in April and we are being charged the same amount as users who enjoy the full 6 Mbs advertised by the company. Yes, Frontier says that it is "up to 6 Mbs" in their advertisements but charging customers full price for internet that sub-par with no plans of upgrade is unacceptable and is, in our opinion, stealing from us and the others who have no other viable option for internet.

Ticket: # 1367135 - Xfinity knowingly fails to provide service

Date: 12/26/2016 12:37:16 PM

City/State/Zip: Dover, Massachusetts 02030 Company Complaining About: Comcast

Description

We have had an issue with our Xfinity internet speeds for 3 years now. Our internet speeds, as measured by ethernet connection directly to the router, usually fall between 25% and 60% of the speed that we pay for. Xfinity is aware of the issue and has refused to fix the issue, instead insisting there is "noise in the line" and that we need a new router. Our router is less than 6 months old and the inconsistnet internet speeds fluxtuate regardless of whether we use that new router or our older, actually out of date router. Xfinity is also purposefully messing with our connections now; after our last customer service call we have started to experience internet blackouts during which the internet has no real connectivity at all. Xfinity is failing to provide us with the service that we pay for and also has nothing to say for themselves in regards to attempting to fix the issue. The issue has persisted for several consecutive years. We pay for 150mb/s down and as I am typing this we have gone from a blackout to 23mb/s. We are receiving 15% of our advertised speed which Xfinity is aware of as I told them a few days ago. The fastest speed I have measured this month is only 85mb/s.

Ticket: # 1367178 - Exede Internet Service Speed Not What is Being Advertised

Date: 12/26/2016 1:41:46 PM

City/State/Zip: Evergreen, Colorado 80439

Company Complaining About: Exede Internet Service

Description

I recently signed up with Exede Satellite Internet Service due to their claim of higher speeds than I can get with my DSL which I've had for 16 years. They advertised and claimed speeds of 12MBPS when I never actually ever experienced speeds above 2.5 MBPS. After spending hours with multiple technicians trying to troubleshoot the problem, it became apparent that there is no way their service legitimately offers higher speeds than DSL. I had the service for two days and when I tried to cancel they told me there is a \$360 cancellation charge plus they will not come and take the satellite dish down from my roof! They are selling a service that does not work to unsuspecting customers and seem to be running a fraudulent operation. Now I need to hire a contractor to take the dish off my roof and patch the holes in my house. I was fully expecting their service to work but it turned out to be unreliable, not near the bandwidth advertised and now they try and hit me with unreasonable fees for something that never worked in the first place. This company is a scam and I feel like a fool for falling for it. Is the FCC able to shut these types of people down? At the very least, I want need my money back and for them to come and take their dish. Please advise....

Ticket: # 1367244 - Verizon Throttling My Internet

Date: 12/26/2016 2:45:30 PM

City/State/Zip: Alexandria, Virginia 22309

Company Complaining About: Verizon Wireless

Description

Verizon FIOS is intentionally throttling the speed of my connection. I have contacted them several times in an attempt to resolve this matter. This afternoon I spent two hours on a call-loop with their answering system attempting to get in contact with someone within their technical support center. I was only able to be transferred into the queue after calling their "New Service" line and requesting that the representative in charge of selling me a new product transfer me to the service department responsible for providing me support on the services I already pay them an obscene amount of money to deliver. I have now been on hold for an addition 45 minutes waiting for Technical Support, with no end or estimated response time in sight.

It is truly disgusting that companies such as these are able to rob the American people blind with no consequences. Furthermore, I have no options to threaten Verizon with outside of filing this complaint, as in order to even have access to an ISP I have to sign a two year contract with an even more obscene early-termination-fee. So lets check all of the boxes here:

- 1. Verizon has intentionally throttled the services that I pay them to provide, despite my account being up to date.
- 2. Verizon is tacitly refusing to provide me with technical support to resolve this problem by failing to ensure that their phone-support-system properly routes me to technical support in order for me to request service correction in a timely manner.
- 3. Verizon forces me to continue to pay them for poor services and support by instituting a two-year contract that requires me to pay an early-termination-fee in order to switch providers.

Ticket: # 1367269 - Internet company monopoly

Date: 12/26/2016 3:19:27 PM

City/State/Zip: Oregon City, Oregon 97045 Company Complaining About: Bct Telephone

Description

Company we currently have for internet, is the only services being allowed due to a company monopolizing the area with high cost and no service. when a complaint is filed they repeatedly say the same thing, over and over. how they will be upgrading next year, yet we are paying for high speed internet and getting less than 1mmb uploads and downloads. they are ignoring all complaints this is illegal customers with businesses are unable to function. BCT Telephone on Henricci Rd, Oregon city Oregon needs to be investigated for Fraud.

Ticket: # 1367288 - Internet Service Constantly Down

Date: 12/26/2016 3:43:29 PM

City/State/Zip: Richardson, Texas 75080 Company Complaining About: Time Warner

Description

Spectrum has taken over for Time Warner Cable and they continuously have service problems with our address. I have had numerous techs come out to abate the issue and when they complete, my wireless and wired service max our at over 100 MBS. Within 48 hours of their departure, my internet service drops back down to 60 or less on my 5G network with intermittent test reaching 100. It is almost like once I do the first speed test, and get a low number, a second test yields a higher speed. The network router that they have provided constantly loses signal and drops all of the wireless devices in the house. Cellular phones do not notify us that we are no longer on WIFI so we have not started to use more data while at home rather than our WIFI. The modem has been replaced and it starts off great and then goes back to the same issues as we had previously. I need outside assistance to take care of the issue.

Ticket: # 1367343 - inconsistent internet speeds / company knows, doesn't care

Date: 12/26/2016 4:36:29 PM

City/State/Zip: Tomah, Wisconsin 54660 Company Complaining About: Centurylink

Description

Have been a CenturyLink customer for 10+ years. Recently moved to a new location - CenturyLink is the only company allowed to service our subdivision and the max internet speed they offer is 4mb. Our internet is completely unusable for approximately 1/3 of the day (morning 7-9am, afternoon 3p-5p, night 7-9pm). I started keeping a log of our internet speeds - we are regularly getting speeds of less than .5 mb during those hours! I have contacted the company number times (spending over 40 hours on the phone/chat) and have been told 3 times that the issue is that i'm too far from the utility junction and when others are on the internet in the area my speeds suffer. This is exceeding frustrating as my son needs internet for school, we can't trust the internet, and we can't go to anyone else as Centurylink has a monopoly for our neighborhood (data caps on satellite make them unrealistically prohibitive). How can this be allowed? At a bare minimum I want to get what i'm paying 70\$ a month for: 4gb speeds. Idealistically, i would like to get at least 10mb speeds.

Ticket: # 1367363 - Xfinity Internet Service

Date: 12/26/2016 5:04:12 PM

City/State/Zip: Monroe, Georgia 30656 Company Complaining About: Comcast

Description

I ordered internet service from Xfinity/Comcast. A man came to my home to install it and stapled a wire through the siding around the outside of my home without my permission. It looks tacky and damaged the vinyl siding. We already had existing lines, so I don't know why a new line was necessary. I have called at least nine times and told each time that someone would call me back, but not one person has called me back. The internet service was supposed to be faster than the company I was using, but it is not faster. The customer service is terrible. I do not know what steps to take to get someone at Xfinity to assist me with these issues.

Ticket: # 1367379 - Xfinity internet not what is advertised

Date: 12/26/2016 5:29:44 PM

City/State/Zip: Brentwood, Tennessee 37027 **Company Complaining About: Comcast**

Description

we are consistently getting very slow internet speeds from the comcast At the (b) (6) router. It is sometimes so bad that even e-mail is not possible. Occasionally speedtest.net shows very high speeds like 40-50Mb/s but this is never true in practice. It seems to me that something fishy is going on with pings to show higher than actual speed.

Ticket: # 1367386 - Frontier DSL Internet Service Performance Significantly Below

Broadband Definition Date: 12/26/2016 5:36:59 PM

City/State/Zip: Libby, Montana 59923

Company Complaining About: Frontier Communications

Description

Hi there,

Living in rural Montana options for high speed internet are limited. But Frontier has shown a continued disregard for the quality (and speed) of their service. Several years ago, >2 Mbps was achievable on their network, but today (no matter the time of day) < 1 Mbps is the norm (see attached speedtest). Its unfortunate a company such as Frontier (due to lack of competition) continues to over charge their customers for sub-par service, when a normal/expected upgrade to their network would restore their performance to something more acceptable.

At the very least they need to update their advertising (http://west.frontier.com/internet), as their service falls well short of the commissions definition of "broadband"...

Ticket: # 1367463 - Frontier Communications false claims

Date: 12/26/2016 7:07:53 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: Frontier Communications

Description

Frontier offered 50/50 speed and forced me to establish new service when moving cause they stated they could not transfer my prior service. I have contacted the office of the president with Frontier and have been told I am getting 50/50 speeds. Technician came on site 3 times and could not get 50/50. Charges on my bill have not been reduced. They installed phone that can call out but not get in coming calls charges are \$40 dollars a month for improperly working phone. I continue to get poor customer service and no return calls from office of the president after which several have given me a direct extension. I am only being offered \$10 discount for what has now been an issue for over 2 months and needs to be resolved. Speed test below have dates and a copy of my recent bill are included for your reference.

Ticket: # 1367474 - Internet service

Date: 12/26/2016 7:29:04 PM

City/State/Zip: Welsh, Louisiana 70591 Company Complaining About: Centurylink

Description

our internet provider is centurylink. I have complained and complained about our INCREDIBLY slow internet service. It once took 3 days for my son to download an Xbox game. He's currently been downloading one for the last 3 hours and it's only 20% downloaded. We can forget watching video's on our phones or computers. We'd never be able to watch something on Netflix. Every time I contact them to complain they tell me the new technology is coming. They've been saying this for a couple of years now. They kept accepting customers knowing they could not provide that kind of service. Our family is so sick of paying full price and receiving, not even half of the service. There is no one else to choose from either. Is there anything that can be done?

Ticket: # 1367552 - Internet from two

Date: 12/26/2016 9:15:46 PM

City/State/Zip: Bowling Green, Kentucky 42104 Company Complaining About: Time Warner

Description

Description

Internet speeds slower than advertised. No one wants to help. Had 5 techs come out and the company does not want to fix it.

Ticket: # 1367576 - Internet: T-1 Line

Date: 12/26/2016 9:47:58 PM

City/State/Zip: Sandisfield, Massachusetts 01255

Company Complaining About: Verizon

Description

I pay Verizon Enterprise Solutions more than \$540 per month for what I was assured would be enhanced internet speed in the remote Massachusetts village in which I live. I was promised a speed of some 3Mbs, but seldom get more than 0.9 Mbs. And the service is very spotty, and often unusable. I am tempted to give up the T-1 and return to the former DSL service - but if I do, then I have to pay a hefty sum to Verizon for prematurely ending my contract. I feel I have been sold a bill of goods, as it were, and would tier like a guaranteed service improvement or a substantial reduction in my monthly bill.

Ticket: # 1367639 - Slow internet speeds (not what I'm paying for)

Date: 12/26/2016 10:50:15 PM

City/State/Zip: Moorestown, New Jersey 08057

Company Complaining About: Verizon

Description

Description

I have been a verizon internet customer since the beginning of 2013 (approximately 4 years) and have been receiving speeds slower than what I've been paying for. I've been paying for 3.1 - 7 mb/s (it literally says it on my receipt) and have been getting less than 3 mb/s.

Ticket: # 1367659 - False Advertisement by CenturyLink in Farmville, VA

Date: 12/26/2016 11:31:57 PM

City/State/Zip: Farmville, Virginia 23901 Company Complaining About: Centurylink

Description

My mother is paying for the 10Mbps high speed internet service, yet the only time we get that speed is from 9am to 5pm Monday through Friday. The rest of the time, we usually average 1Mbps, as tested by (b) (6) . This lack of speed has been ongoing for as long as my Mom has lived here (over a year), but I've only collected data for reporting for the past few days, so that's all I'm attaching so far.

Ticket: # 1367664 - Comcast speed issue

Date: 12/26/2016 11:42:55 PM

City/State/Zip: St. Helens, Oregon 97051 Company Complaining About: Comcast

Description

I talked to comcast via chat. Our internet has been super slow and constant disconnects lately. So I went into chat tech support. They told me that we're supposed to be getting 100mbps. We have NEVER even come close to that. Back when we were supposed to be getting 70mbps. We speedtested on 2 services, and only pulled the max of 30. It's never been above that. Since they just told us it's now 100mbps. We did a speed test again. and now it's only at 3mbps. No joke. 3mbps. The highest I've seen it. Is maybe 16mbps since they so called 'upgrade' that we never authorized. Nor asked for

They keep saying they want to send a tech out to make sure the cords are hooked up right. It's not hard to take a black coaxal cable and put it in the 1 and only coaxal spot on the modem. They are the ones that initially set it up. They ran the lines from the power pole to the house. They drilled the hole in the wall for the box. they spliced the cable at the box for us so we could run 2 lines. They set it all up. And they want to send in a tech that we'd have to pay for?... We aren't and have never received close to what they claim. We've got a list of complaints in the records of calls, and even my state attorney generals office who refuses to do anything about it.

It's throttling. That's all it can be. There's no reason that they can bump the speeds, and it 'suddenly" needs a tech to make it faster. That's crap. I think it's because we refuse to "upgrade" cable packages, and we refuse their phone. We're happy with our small package. But we're not getting anywhere near the speeds they claim we're paying for

Ticket: # 1367668 - Internet Connection not as promised, and random outages

Date: 12/26/2016 11:55:29 PM

City/State/Zip: Lincolnshire, Illinois 60069 Company Complaining About: Comcast

Description

The internet is never the speed it is advertised and as of right now we cannot use it. The horrible layout of the website prevents us from checking to see if its an outage, and this happens consistently but for smaller durations, however as of now it has been two hours. As I type this I resorted to using my phones personal hotspot to file this complaint, and customer service has not answered my question. The lack of internet is an issue with the ISP, because the wifi network is fine. And once more I would like to complain because of the price my family pays for such a subpar service, and to my understanding this will only get worse as time passes.

Ticket: # 1367690 - Internet is not the speed i am paying for

Date: 12/27/2016 12:36:36 AM

City/State/Zip: Austin, Texas 78728 Company Complaining About: AT&T

Description

I have called and they have sent technicians out only to tell me that they do not know why my speed is extremely slower than advertised. I have been consistantly been paying for 1000 mbs and only get 5-100 mbs. At the beginning i was getting very high speeds and i will attach a photo of it as well (PLEASE LOOK AT TIME STAMPS OF PHOTOS THROUGH YOUR COMPUTERS FILE EXPLORER PROPERTIES). Also i will attach photos of 12-26-16 (Today) of the current speeds i am getting. I am getting robbed frkm the speed i pay for please help me. They will not resolve anything but try and send technicians out that will tell me they dont know what is wrong. Please help. I am also open to filinf a lawsuit if nothing is resolved. This has been an ongoing problem. Thank you.

Ticket: # 1367754 - AT&T Internet Speed/Charges

Date: 12/27/2016 8:07:54 AM

City/State/Zip: San Jose, California 95112 Company Complaining About: AT&T

Description

I haven't receive the internet speed that AT&T promised. I you read the fine print on their website in a very small letters stating "speed is UP to 75Mbps BUT they are charging the full price. I'm sure there are millions of customers from AT&T with the same problem and we need to do something about this situation. I was an AT&T employee for 15+ years and we never received any FORMAL complaints or law suits from customers, meaning that they are not aware of the situation. That is why AT&T have a lot of money from customers. Finally, I'm have been paying for full price for the last at least 3-4 years (never received the speed, not even close to 75Mbps) at least 5 technician, more than 6 internet routers have been changed in my home address and "nothing" change.

Ticket: # 1367808 - Less than advertised speed by more than half

Date: 12/27/2016 10:20:56 AM

City/State/Zip: Saint Paul, Minnesota 55114 Company Complaining About: Comcast

Description

I have a 25mbps plan with comcast. I understand many factors play into internet speed; however when only my laptop is connected to wifi, my average speed is 10mbps. Please see attached speed test results below. I know wifi decreases speed, but 15mbps less than advertised seems excessive. I have been receiving these subpar speeds since my plan initiation on June 3rd. I have contacted both tech support and billing support with no resolution of this issue.

Ticket: # 1367872 - Internet do not meet the bandwith the internet provider offered.

Date: 12/27/2016 11:20:04 AM

City/State/Zip: Juncos, Puerto Rico 00777

Company Complaining About: Claro Puerto Rico

Description

The Company Claro in Puerto Rico offered me a 16MB high speed internet inn which a 12 month contract. The internet speed I received at home do not surpass the 13MBG speed and some days I got as low as 7MBG of speed. I consider this unacceptable and I would like cancel the contract without penalty charges since the company did not comply with terms of the contract.

Ticket: # 1367941 - internet slower than paid for

Date: 12/27/2016 11:56:35 AM

City/State/Zip: Micanopy, Florida 32667

Company Complaining About: Windstream Communications

Description

Windstream lies about their service and then does nothing about it. For months now I have been paying for 6Mbps and getting way less. Often less than .5Mbps for days at a time. Occasionally I get what is promised but it is rare. I've had techs out here. I've even been told management would contact me about a refund. They never called. I've left messages and they never had a reply.

Ticket: # 1368053 - inadequate service, overcharging

Date: 12/27/2016 12:52:47 PM

City/State/Zip: Susquehanna, Pennsylvania 18847

Company Complaining About: Frontier Communications

Description

My internet service provider is EPIX, a subsidiary of Frontier Telephone Company. I live in rural Pennsylvania, and they have a monopoly as the only phone/ internet company in the area. My connection is DSL and on-line speed tests, including that from Frontier, show that I am only receiving at a rate of 1.6 mps. Frontier says that I am receiving at a rate of 3mps, but if I were closer to their "hub" I would receive at 5mps. In any event, I am paying for my service at the same rate as their other customers, yet I am receiving less than one third of the mps they do.

Ticket: # 1368154 - Poor Internet Service

Date: 12/27/2016 1:37:39 PM

City/State/Zip: Conesus, New York 14435

Company Complaining About: Frontier Communications

Description

I pay for a package that provides me with up to 6 MBPS. After investigation I found that Frontier Communications has me provisioned (locked) at 3.7 MBPS meaning there is no way I can receive more than 50% of what I pay for. Upon requesting that they unlock me I was told to call tech support which is nothing more than a run around. They are required to provide me with at least 70%. This should be illegal.

Ticket: # 1368164 - Very Slow Speeds

Date: 12/27/2016 1:42:21 PM

City/State/Zip: Spring, Texas 77381 Company Complaining About: AT&T

Description

I have contacted At&t NUMEROUS times regarding my internet connection speeds. I have filed a complaint with your entity and yet I am still being charged a ridiculous amount for slow speed internet service. The service remains to be poor and continues to get worse. I should not have to pay for service I am not getting and tired of having to contact someone in reference to the matter. Please assist with this matter as this and one other company is the only providers that service my area. The other provider is not a very trustworthy company either. This is not right that consumers are being gouged like this!!

Ticket: # 1368302 - ISP delivering subpar product & service

Date: 12/27/2016 2:53:22 PM

City/State/Zip: Montrose, Pennsylvania 18801

Company Complaining About: Frontier Communications

Description

For over 5 years, we've experienced issues with Frontier Communications' internet service being way below advertised speeds (advertised at 6Mbps, actual max obtained speed of 2.1Mbps, average speed of 1.4Mbps) and unreliable service (service lost at least 4 times per week [but is typically lost at least once per day] requiring a physical hardware re-set which only fixes the problem about 75% of the time.) We've made many calls to Frontier and have been repeatedly told that it's due to the lines in our area needing to be updated. On multiple occasions (most recently, by a tech on a Dec. 13th) we were told that they (Frontier) were working on upgrading them but they couldn't provide any estimate for the completion. We've dealt (unhappily) with the issues as we have no other broadband ISPs available to us in this area. My reason for filing a complaint now is due to this issue becoming extremely more prevalent since Wednesday, Nov. 23rd, 2016. We lost service on this date around 8 p.m. I called Frontier to report the problem & as is their procedure, had to complete all their troubleshooting before they'd place a trouble ticket. (Note- After years of having these problems, I'd already completed these steps prior to calling but am always required to repeat them with the rep on the phone. (This results in the call completion time being, on average, 25-35 minutes per call.) After the troubleshooting failed, the rep decided it was probably a modem issue. The rep told me he was placing a trouble ticket and that if a tech was not out "tomorrow" (Thursday, Nov. 24th), that one would be here on Friday, Nov. 25th. The problem had resolved itself by late afternoon, Thursday, Nov. 24th but since the rep had thought my old model modem was the culprit, I didn't cancel the tech as I still wanted the modem replaced. The technician never showed up on Nov. 24th or 25th. We continued experiencing dropped service (which, to us, is fairly normal; however, the rate of occurrence was much greater.) I contacted Frontier again to check on the status of a technician. I was told the technician was scheduled for Dec. 2nd. When guestioning why no one came on the 24th or 25th, I was told that Dec 2nd was the date that the service call was scheduled from the beginning. The technician did finally come & replace/upgrade my modem on Dec. 2nd. The service seemed 'normal' (however still dropping service intermittently every day) until the night of Dec. 10th when we totally lost service again. I called Frontier on the morning of Dec. 11th. I completed all the required troubleshooting with the rep and after 1 hour+ on the phone, was told a tech would be coming on Thursday, Dec. 15th with a possibility of an earlier appointment since this was a repeat problem. Our service was out completely until approximately 9pm on Dec 11th when the problem, again, seemed to resolve itself. A technician did come earlier than expected on Tuesday, Dec. 13th. He was not able to detect any problems nor could he replicate what we had been experiencing. He gave us an extra modem to keep so we could try swapping this and our other new modem if we had more problems. Since then, we've lost service 3 to 8 times per day with each occurrence resulting in 20 minutes to 3 hours of no service. I had been told by the very first rep (on Nov. 23rd) to contact customer service once problem was resolved to ask for credit. However, this problem seems to get getting worse without a forseeable resolution. I know "inconvienence" can't be part of this complaint but, from a realworld perspective, the fact that every call to Frontier's tech support is no less than a 30 minute ordeal resulting in no resolution makes it very difficult continuously addressing the company directly regarding the ongoing problems. I have discussed this issue with others in my area and have found that our situations are guite similiar. I'm now urging them to also file complaints in hopes Frontier will

do what's needed to either fulfill their advertised "reliable, 6Mbps speed" or develop an alternate pricing plan for areas like mine where there's no possibility of obtaining more than 1/3 of their advertised speeds.

Ticket: # 1368591 - internet speeds

Date: 12/27/2016 5:19:12 PM

City/State/Zip: Lockport, Illinois 60441-2722

Company Complaining About: AT&T

Description

I called AT&T to get internet. I was told that fiber wire was available in my area by the salesperson. I told him that I checked the internet beforehand and it was not in my area. He assured me that it was. I told him that I needed a minimum of 12Mb per second. He said not to worry I'd be easily be getting that and that I'd be getting up to 300

Ticket: # 1368666 - Failure to provide advertised internet

Date: 12/27/2016 6:04:12 PM

City/State/Zip: Drummond, Montana 59832

Company Complaining About: Blackfoot Telephone Cooperative

Description

For weeks now, I have been getting very inconsistent and very low internet speeds, well below the 15mbps I pay for. No matter what time of day it is, 99% of the time I am unable to even get 0.5mbps. Some days there will be a very small window, a few hours at the very most, where the internet is fine, and that's about it. I have contacted them and they have brushed it off and said they don't see any issue and do nothing about it.

Ticket: # 1368725 - High Speed Internet Plan is NOT high speed

Date: 12/27/2016 6:33:26 PM

City/State/Zip: Vandalia, Illinois 62471

Company Complaining About: Frontier Communications

Description

We have been battling speed issues with Frontier for years. We pay for a "high speed internet plan", and it's said to have 6mbps speed. We have never been able to get more than 1.34 mbps download speeds. We have contacted the company many times about this, and they have not resolved our issue, simply stating that "other people get slower speeds than you". We are paying for a service that we aren't getting, and we would like access to faster internet where we live. They are the only provider available, and their service is terrible. It's not unusual for us to have no service at all because the connection simply stalls out.

Ticket: # 1368783 - Poor Wireless Network Signal

Date: 12/27/2016 7:22:37 PM

City/State/Zip: Bristow, Virginia 20136 **Company Complaining About:** AT&T

Description

We have been paying ATT Wireless for a 4G mobile network for months, for 5 phone lines. I only get 1-2 signal strength bars in my home. I have contacted ATT Wireless many times, but am being told to use Wifi Calling, because the tower is too far from my area. I was not told this before ATT locked me into a 2 year contact and is now refusing to even boost the signal.

Ticket: # 1368811 - Internet Speeds are not as advertised

Date: 12/27/2016 7:49:26 PM

City/State/Zip: San Diego, California 92114

Company Complaining About: Cox

Description

Description

I purchased the ultimate internet package through Cox Cable (300 mb/d 30 u/l) and a service technician installed the service on Dec 26, 2016 approx 10am PST (to which I ran a speed test). At approx 11pm, my bandwidth dramatically decreased while streaming live to 30mb/d and 1.2 mb u/l. Went through multiple service support reps online at cox to no fix.

Ticket: # 1368877 - AT&T Internet Speed

Date: 12/27/2016 8:30:16 PM

City/State/Zip: Coalinga, California 93210
Company Complaining About: AT&T

Description

AT&T billing and charging customers for Internet Services they are not providing due to neglect and lack of upgrading outside lines in the Community of Coalinga. PLEASE HELP!!!!!

Ticket: # 1369049 - Not getting speeds I pay for

Date: 12/27/2016 11:14:03 PM

City/State/Zip: Cypress, Texas 77429 Company Complaining About: Comcast

Description

I pay for 75mbps. I live in Houston and my server shows as Dallas. Latest speed test shows me getting 0.33 Mbps. Have spoken with technical support and they won't do anything but reset my modem.

Ticket: # 1369126 - Insufficient Internet Speed

Date: 12/28/2016 1:33:57 AM

City/State/Zip: Dilliner, Pennsylvania 15327

Company Complaining About: Windstream Communications

Description

2 years ago we had Windstream Communications. They're Internet was so slow that it almost became impossible to do a simple Google search, let alone watch a YouTube video. My family couldn't use our internet for school or personal use. My brother had to stay at our relatives house most of his graduating high school year because our internet wasn't fast enough for Cyber School. That's really sad. When I needed help on homework, I couldn't load a tutorial video because my internet is too slow and I also couldn't FaceTime anyone for help because of the problem. I was helpless. We switched to Hughesnet satellite thinking that we solved the problem. No, it only stayed the same. Even though Hughesnet gave us 10gb of fast internet, watching only 7 YouTube videos for homework plus having a family of 5, those 10gb go away pretty quickly. Then it slows down to the same speed we had with Windstream. To this day we still have Hughesnet and are in a two year contract with them which ends this November. After our contract is up we're hoping to switch back to Windstream and have fast Broadband internet... again, I said hopefully. I hope this will shed some light on the problem with SUPER SLOW internet in rural areas and help fix the problem.

Ticket: # 1369152 - Slow Internet- Bad Service

Date: 12/28/2016 2:51:09 AM

City/State/Zip: Sunnyvale, California 94089 Company Complaining About: Comcast

Description

I have been experiencing very slow internet. I pay for 75 MBPS and consistently get <5MBPS. I have called Comcast multiple times and they continue to "provision" my modem- which is code for reset it from their end. This has been done 5 times by then and a handful of times by me. Then they send me to a "second level" of support who does the same thing. My issue is not fixed and I'm getting 1/15th of the speed I pay for.

Ticket: # 1369215 - Unable to contact Internet provider

Date: 12/28/2016 9:13:31 AM

City/State/Zip: Poteet, Texas 78065

Company Complaining About: Hughes Net

Description

I have had Hughes Net as my Internet provider for over a year. I am unable to complete certain tasks due to bad connection. Unfortunately, due to my location Hughes Net is the only provider available. I am unable to view my netflix because of this issue. A few months ago, I purchased an expensive router thinking this would help. It did not. My issue improved minutely but did not resolve. I have attempted to contact Hughes Net, to no avail. I am placed on hold for a long time. Out of 3 calls, the wait times were: 12, 23 & 14 minutes. I have been unable to find an email contact. I have been told that a "contact us" method exists, but I have not found it. I believe I have exhausted every measure to contact Hughes Net to justify my complaint today. Thank you for your time.

Ticket: # 1369602 - Time Warner Cable -- Internet Service & False Advertising

Date: 12/28/2016 12:39:43 PM

City/State/Zip: Durham, North Carolina 27705 Company Complaining About: Time Warner

Description

I'm paying for the ultimate package -- 'Ultimate 300 Upgrade' as advertised with 'speeds up to 300 mbps' also listed as 'Fast, reliable, unlimited 300Mbps Internet — stream on multiple devices at the same time.' No where on the site is it mentioned that those speeds require a direct connection nor are wireless speeds referenced for what the consumer should expect. I've had several technicians out to the property to resolve speed issues. Even with a direct connection I'm not experiencing the speeds that are advertised and I also have the top modem. This comes down to the consumer being grossly misinformed on what they are paying for and the quality of service being rendered. This has been an extremely upsetting process and cost me several mornings off from work and time to invest in resolution. I don't think I'm alone in experiencing these issues and misinformation.

Ticket: # 1370161 - satellite internet service

Date: 12/28/2016 3:59:18 PM

City/State/Zip: Lynch Station, Virginia 24571-2169

Company Complaining About: Hughes Net

Description

My complaint is against HugesNet satellite internet service. They advertise very fast speeds but don't deliver once you get past the first 20 - 30 days. I was told that the speeds would be about 10 mbs. Initially, it was from 10 down to 2 mbs. After about a month the speed began to drop to where it is less than 1 mbs today. More commonly, it is less than .75 mbs. On their own speed test site, there is a pictorial graph showing the down load speed and it shows less than 1 mps.

The second complaint is the use of data. Although this issue is not paramount, it is not fair. If we get into there site to check on our account, it uses data. Why should I have to pay to see what my account is doing?

Third, there are two time periods for usage, Anytime and Bonus time. The Anytime is from 8 AM to 2 AM. The Bonus time is from 2 AM to 8 AM. Bonus time should be for more comfortable hours when normal folks are awake. It should also be on holidays and weekends.

Your attention to these matters will be gratefully appreciated. Sincerely,



Ticket: # 1370311 - Internet speeds 15% of what is promised

Date: 12/28/2016 4:52:22 PM

City/State/Zip: Paramount, California 90723 Company Complaining About: Time Warner

Description

Time Warner cable which I have had for 7 months in my new home, has failed to deliver the promised speeds, my most recent test coming at 30 mbps, compared to the 200 mbps I'm paying for. At times, they offer no signal at all, and I'm left waiting for their local node to manage whatever traffic is ahead of me. Calls to them have left me with 20-40 minute waits, and no solutions. (This was also an issue at my prior address with the same company).

Ticket: # 1370333 - Re: continuing problems with Internet service

Date: 12/28/2016 4:56:42 PM

City/State/Zip: Fortson, Georgia 31808 Company Complaining About: AT&T

Description

This is a follow-up to your previous request #1321646 "continuing problems with Internet service" 12/28/2016 Internet service is so slow Yahoo cannot recognize the signal and is telling me I have no internet connection. I am tired of paying for a service I don't get. It's time A T & T lived up to their advertising. My download speed today was 0.08 and my upload speed was 0.28..this is totally unacceptable. A T & T needs to upgrade.

Ticket: # 1370478 - False Advertising Internet Speed

Date: 12/28/2016 6:00:32 PM

City/State/Zip: Jamestown, Rhode Island 02835

Company Complaining About: Cox

Description

Cox Cable charges for 150 Megabit/second download speed, but I have never received this speed to my home. I have called a technician to my home to investigate, but he stated it's unreasonable for me to expect to receive what they advertised. My speed varies from 20Mb/s to 90Mb/s. A screen capture of the fastest speed of 90.7Mb/s is attached, but this is still not what has been promised. Also attached is a copy of a chat screen from a Cox agent advertising the 150Mbps speed.

Ticket: # 1370770 - Hughes Net

Date: 12/28/2016 9:41:51 PM

City/State/Zip: Weaverville, North Carolina 28787 Company Complaining About: Hughes Net

Description

I am being charged over \$100/month for Hughes Net satellite internet service with a cap of 15 GB/month. Hughes Net never provides anywhere close to the advertised upload and download speeds and it has negatively affected my work. I pay roughly the same amount for Direct TV, which is also satellite-based but provides unlimited HD television service. What am I missing? When I call I am hold for hours. Their internet site is impossible to log into. This is fraud. Please help.

Ticket: # 1370848 - TDS ISP not delivering advertised speed...

Date: 12/28/2016 11:34:22 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

I bought a cabin and started internet service through TDS in Blue Ridge, Georgia. A special two year contract at \$14.99 for download speed of 2mps to 5mps, upload speed 0.5 mps.

Speed test, and real life use, shows 0.3mps to 0.5mps. Repeated calls to tech support eventually got me to a supervisor, Mike, that said I would not get any better due to restrictions in my area.

My address is, (b) (6) , Blue Ridge, GA.



Ticket: # 1370855 - Comcast are terrible!!!and they are Liars! and taking money for

Services they don't deliver

Date: 12/28/2016 11:43:07 PM

City/State/Zip: Alsip, Illinois 60803

Company Complaining About: Comcast

Description

Good evening! I have a major complain about your service and a customer Service. I ended up in unacceptable situation with Comcast billing, customer service, and technician service ever. After responding on the promotional phone call regarding a speed up of my Internet I kindly agreed and was promised the highest speed Internet the same day. Well that never happened, three days later after call to customer service I ended up with an answer of a power outage, I've been promised a text message after that issue will be solved. Few days later no text message no call after another attempt of calling to Comcast customer service I was talking to the office from the different country with a very poor English. after being asked to talk to a different representative I have been disconnected. Few days later and the reason for a few days later call is because I have a busy schedule and cannot spend countless hours being on hold with a customer service I finally was helped by technician named Kevin who kindly inform me about the fact that the services were never properly connected on the first place and I should not be paying for things that I didn't have in three weeks, he transfers me to a billing department when once again I was disconnected. Tried to call again and talk to a supervisor but have been promised that he will call me back within five minutes – never happened. Day later called billing department explained all my situation and my frustration by calling so many times, been transfer so many departments, talk to so many people, (half of them cool barely speak any English) try to talk to a supervisor, been disconnected called again, and told by technician that my services was never properly connected three weeks ago, billing department told me that they Will only reimburse me \$7.21. After hours of being on hold and try to explain them that I didn't have my services for three weeks I've been told that I should've call as a consumer more times! As in a consumer I ask where is in my contract with Comcast company it's stated that I supposed to called once or twice or three times before my services will be delivered! She was not able to answer this question! and now I want to ask the company of Comcast since when I supposed to call you three or four times spend my personal time, my phone time my energy so they will deliver the services that they promise?! I've asked to be reimbursed for the three weeks that I did not have services since I purchased them I've been told three weeks later by a technician that it was they mistake and I must pay for that? I have asked her if she would rather pay \$7.21 for my reimbursement or lose me as a customer, well representatives choose the second one. So as all that sad I would like to report Comcast company for poor performance, lies, false advertisement. I have been with a company for about 8 years and they are planning to charge me for a month of service I never have! It's a theft I my book! All the conversations were recorded and the last person I spoke to was Karma 7.30 pm CT. Thank you and God Bless

Ticket: # 1370889 - Did not receive what was promsied

Date: 12/29/2016 1:34:05 AM

City/State/Zip: Beaverton, Oregon 97007 Company Complaining About: Comcast

Description

When we first called to purchase Comcast's services, we were told that we would receive 100mbs for \$59.99. After we agreed to the contract over the telephone, my son confirmed that it was 100mbs through the account that night. Later we received a phone call to verify the purchase however, my mom answered the phone and asked the caller to call back because she did not know the details of the contract and did not want to verify something that is not true. The caller never called back. During the first instillation date, the people who were supposed to install the services did not show up. Therefore, we called back, found out that our order was cancelled and resubmitted our order for a different date. After the second instillation date, we found out that we received four times lower of the speed we were promised for the same price. So, we went to the service center and asked what happened, and the assistant manager, Sang, told us that he sent an email to the supervisor who authorized the contract and told us to expect a call later that day. However, no call came. The next day, we went back to the service center to solve this issue and despite all the effort, the manager, Matt Ryan, refused to talk to us until I showed that I would not give up, and finally came out to see us. He told us that he would send another email to the supervisor to see what was going on yet I do not trust that I will get a reply and therefore I am filing this complaint, because I want what was promised in the first place. And I am frustrated with the fact that the speed we were promised was noted in the note section of our account, however the next day when we checked we saw that it was changed from 100mbs to 25mbs. On the phone we kept getting shuffled from and to different people, we constantly get disconnected from the internet services, and there is absolutely no way to acquire any help. What if there is another problem in the next two years of the remaining contract? I was told to pay \$10 more a month to get the promised speed, if the operator told us that the price was \$10 more a month when we first agreed for the services, I would have gladly paid for it, but because those were the terms we agreed upon, I feel scammed and will not let this go.

Ticket: # 1371042 - Below quality

Date: 12/29/2016 10:13:29 AM

City/State/Zip: Singer, Louisiana 70660 Company Complaining About: Centurylink

Description

I live in a rural area and pay for internet service through my phone company, Centurytel. I am suppose to be getting 1.5Mghts, as of late it has dropped down to 0.32! Their explanation is it's because of where I live. Their prices on "their equipment rental" continues to increase but the service continues to decrease.

About two years ago, I had "upgraded" my service, but saw little change. Now it is worse than before my "upgrade". Your help in this matter will be greatly appreciated.

Ticket: # 1371048 - Internet service

Date: 12/29/2016 10:17:05 AM

City/State/Zip: Rosedale, Louisiana 70772 Company Complaining About: Star Telephone

Description

Star Telephone Company in Maringouin Louisiana is her internet provider and the only provider in her area. She pays for 10 Mgb of data and only gets 4-5 Mgb of data. She works from home and is not able to stay on line due to interruption of service. She called them and they said they are working on it or they blame it on the number of devices operating or the company she works for.

Ticket: # 1371120 - High Speed Internet

Date: 12/29/2016 10:54:00 AM

City/State/Zip: Tucson, Arizona 85741 Company Complaining About: Centurylink

Description

My promo period was ending and CenturyLink offered me an increase in internet speed from 12 to 20. The 20 speed was very short-lived. Sometimes they would give me half a day. But now I am back to 12. I have contacted their Tech Support and talked to about 10 people regarding my speed. They have also checked my speed themselves and it is 12. They are not providing me with 20 speed as advertised. After reading countless posts and complaints online, many customers have run into the same problem with CenturyLink.

Ticket: # 1371179 - spectrum/charter cable/internet/phone service

Date: 12/29/2016 11:28:08 AM

City/State/Zip: Euclid, Ohio 44123-1012 Company Complaining About: Time Warner

Description

Do not deliver stated internet speeds, interrupted service, email speeds of dial up days speed. During times of service interruption their phone lines are either dead or constantly busy. This implies that the substandard is more a universal problem than either individual or regional. The FCC should offer a procedure for a customer initiated abrogation of contracts with such providers.

Ticket: # 1371397 - ISP is not delivering promised speeds

Date: 12/29/2016 1:02:36 PM

City/State/Zip: Lost Creek, West Virginia 26385 Company Complaining About: Sudden Link

Description

I have internet service through Suddenlink Communications. I am currently paying for 50mbps and I only get 10-15mbps at my home. I have had several conversations with my provider about this and they are now claiming that the issue is my router and they refuse to help resolve the issue unless I buy/rent a router through them.

Ticket: # 1371527 - Slow internet

Date: 12/29/2016 1:47:27 PM

City/State/Zip: Damascus, Pennsylvania 18415

Company Complaining About: Verizon

Description

To whom it may concern,

I have Verizon internet and I am paying for 3 mps download, but most of the time get less than 1 mps. Verizon needs to upgrade their network capabilities. I have complained to them many times (at least 5) about this. When looking into this issue on the internet, it seems to be a problem throughout the U.S. If they are not going to provide the service, I don't feel that they should charge for it. Sincerely,



Ticket: # 1371540 - Centurylink unresolved issue

Date: 12/29/2016 1:51:54 PM

City/State/Zip: Dixon, Illinois 61021

Company Complaining About: Centurylink

Description

We have been paying for a 10 mbps internet and have been getting .7 mbps or less for the last 6 months. After numerous phone calls to the call center the issue still hasn't been resolved. In just 1 day (12/28/2016) we called in 5 times. We received a VM to confirm our tech for 12/28/2016 and she spoke so fast that we could not understand what she said. We would like to attach this file but can only send via email. We were hung up on 2 different times saying that a tech would be out between 8-5. No tech showed. When calling back the customer service rep said they would be out by 5:10pm. No tech no call. She then said she would have the tech call me. We revived no call at all. We finally got through to someone who would schedule a tech for today (12/29/2016) between 8-12pm. As of 12pm today we have not received any call or a visit from a tech. On 12/28/2016 I spoke with "David Smith" he gave me his employee ID number (I assume it's probably fake) #6499314 and he said we would get a \$156 credit to our account. I recorded him saying this and they still did not provide us with the \$156 credit. We still cannot seem to get our issue even looked at or even a phone call back after several email and phone requests.

Ticket: # 1371566 - Services

Date: 12/29/2016 2:01:10 PM

City/State/Zip: Austin, Texas 78724 Company Complaining About: AT&T

Description

AT&T is my services provider and my services went down and they were to send out a tech to services my system, but the tech came out and never cam back. I have called many of time for a services tech. to come out and now I am being told that they would credit my account, but my services is still not working. I want my services back up and running the way it should be. I was told that AT&T would give me a credit in the amount \$35.00 and that not wroth it

Ticket: # 1371720 - false advertising

Date: 12/29/2016 2:55:36 PM

City/State/Zip: Blaine, Kentucky 41124

Company Complaining About: Verizon Wireless

Description

Description

Verizon wireless is doing false false advertising with there feature called safety mode on there website it clearly states that speed are reduced to 128 kbps that is a lie i did several test all came to 10 to 15 kbps i tried calling they are rude they just wanna charge more money and not fix the issue when i tell them i'm not giving anymore money they hang up the call something needs to be done

Ticket: # 1371872 - Internet issues

Date: 12/29/2016 3:54:13 PM

City/State/Zip: Hunlock Creek, Pennsylvania 18621

Company Complaining About: Frontier Communications

Description

From July when I Signed up with frontier because I have no other service provider in my area I have had nothing but a headache with their customer service, internet service, billing etc.

From July when I Signed up with frontier because I have no other service provider in my area I have had nothing but a headache with their customer service, internet service, billing etc.

When I signed up for the service I was told I would be getting the internet for \$19.99 a month and a free phone line and I would receive a \$200 amazon gift card after three months of paying my bill. The representative I spoke with also told me my modem would be mailed to me for my internet until the day I was supposed to receive it and I didn't and I had to call to find out that was not the case and they sent out a technician to drop it off. I received my first bill to see the phone was not free and the internet was not only \$19.99 I was charged \$40.99 for the phone and \$19.99 for the internet. I called customer service about the bill and was told how the phone is not free. They removed the unlimited digital package and never told me I did not qualify for the \$200 gift card unless I had both services which I was not told from the beginning, and waited months to receive the amazon gift card and never did because no one told me the truth about the amazon gift card because they already had me locked into a 24-month commitment. I contacted their corporate office and the lady told me they do not have to honor something that wrong information was given to me by one of their representatives. On top of this issue our internet is HORRIBLE. We were only receiving 1.5 Mbps and it kept timing out constantly. I am a single mother and cannot afford a phone line and internet so I depend on an ATT micro cell to use my cell phone because we do not have cell phone service here and the internet is unreliable that if anyone was to have an emergency we could never contact 911 because the internet is so slow the micro cell does not work properly. I contacted frontier several times and they kept telling me we are in a area of high demand there is nothing they can do. I then contacted the better business bureau and a manager from our local area contacted me and sent a technician out to switch our internet line to a different line which gave us a 2.19 Mbps speed but the internet still times out constantly. I have to reset the modem at least 10 times a day for it to work for a half hour. I recently had to add a house phone with no long distance for emergency because the internet is so unreliable and that is now costing me \$18 a month that I cannot afford, but in case of an emergency I had no other choice. They told me a technician would be out on Thursday to install the phone. Thursday I hooked up a phone and there was no dial tone, so I contacted Sue from our local office and she told me there was no ticket in her system for any phone install, so she had me text me my home phone number so she could look at my account and ended up having to send out a technician day after my phone was supposed to be installed because the representative I spoke to never put anything in to have the phone installed. IF the internet worked correctly I would not need a \$18 phone line. Also I received my bill from them this month and there are all kinds of different charges on it and also a charge of \$34.99 for internet that doesn't work properly ever and the speed is horrible. I use to live in a different location and had Comcast and it was \$49.99 a month but they were providing the service and speed for the \$49.99 price a month. The technician that was out here checking my lines informed me that the lines need to be updated and their equipment in this area also needs to be updated and frontier doesn't find it cost efficient for them but keep charging customers \$34.99 a month for internet that does not work! I have posted a link on on Facebook as well so other can file a complaint as well

because there are 30 people just in my community area that also has horrible problems with frontiers billing and internet and some who also have home phone problems. my neighbor went almost a whole week without a hone phone because frontiers technicians were supposedly so busy they could not make it out here. I have spent countless hours on the phone with frontier to be either hung up on, lied to, transferred 4 different times, to not get anything accomplished. I even asked for frontier to pull the call and listen to the recording of me being offered internet for \$19.99 a month with a free phone line for 24 months and they told me they could not do that. I was just on the phone with a technician on Monday evening and she changed settings on my modem and checked my line and it worked for an hour and is back to timing out and not working. I spoke with Sue Van horn from our local office and she promised me she would send out a technician today and just called me at 1:30pm telling me her technicians are too busy today will I be home tomorrow after she just told me Wednesday afternoon that she promised a technician would be out here Today which is Thursday December 29th. I have so many problems with Frontier since July and they never offer anything to help or fix anything and I am sick of paying my bill a month and receiving horrible service. I am sick of not being able to do my online school work because their internet is so unreliable.

Ticket: # 1371922 - Internet SVC: AT&T Internet formerly AT&T U-verse LIED about

Speed & Fiber-optic Network

Date: 12/29/2016 4:15:50 PM

City/State/Zip: Rogers, Arkansas 72758 Company Complaining About: AT&T

Description

On 12/22/2016, I called 877-970-7143 to ask questions about and possibly sign-up for DIRECTV Select Package AT&T offered through the mail. My number one concern was that the internet speed would be less than the 50 megs I currently get through Cox Cable. I repeatedly asked about the speed and the customer sales rep (Marsha) said I would get 24 megs on a fiber optic network AND that that would be faster than the 50 megs high speed I was getting from Cox Cable. That did not make sense to me because 24 is half of 50 but she assured me the 24 megs on fiber optics was faster than 50 megs. So, I signed up for the Select Package at \$89.99 per mo for 24 months to include DIRECTV, AT&T internet, and AT&T phone. On 12/28/2016 the AT&T technician showed up and began a lengthy installation, about 3-4 hours. When he was finished and going over my new account, I asked him to test my computer internet speed. He had worked on the internet and the phone on 12/28/16 and the TV was scheduled for the next day. The test showed 2-13 megs of speed. I told him that I had been promised by the AT&T representative 24 megs internet speedon fiber optic network. He said that I was about 5,000 feet from the nearest AT&T box and that 12 megs was the best I could consistently expect and there was no fiber optics on my street. His name was Shane. He was nice but I insisted that I had been promised something AT&T did not deliver and to remove the AT&T system that the 12 megs was too slow and I only bought the package because I was promised my computer speed would increase to greater than the 50 megs I was getting currently from Cox cable. He said that didn't make sense because 24 megs was half of the Cox 50 megs. He also called his Supervisor and I repeated to his Super my same story. The Supervisor asked who I had talked to and I gave him the name, location and order number. The Super said that he wouldn't be able to find this person. Shane removed the equipment and left. He then said I had to call 800-288-2020 to cancel the services. It took another 3-4 phones to do that. Shane also left without my internet connected and I had to make several calls to Shane, who refused to return and to Cox, before I got internet back myself. So, my complaint is that AT&T sales rep, Marsha in Rochester NY, repeatedly lied to me about the speed available at my house, the availability of fiber optic network at my house, AT&T's 24 megs on fiber optics being faster than Cox's 50 megs on copper cable, Shane left without reconnecting my internet, and AT&T wasted a day of my time. They should not be allowed to do this. I doubt that I am the only one who suffered this experience. AT&T is worse than Cox Cable, which is hard to do!

Ticket: # 1372064 - Not getting the promised 3mbgs

Date: 12/29/2016 5:03:20 PM

City/State/Zip: Centerville, Pennsylvania 16404

Company Complaining About: Verizon

Description

New Customer of Verizon of 8/30/16 New Router was promise Of better internet service. I Was promised 3mbgs never received it. Our PC runs at 1.45 mbgs. Repair man says it my fault that I moved to a rural community of Centerville, Pa. Many times I call the Call centers of Verizon of the Philippines or India. I am on the phone for 1-2 hr of my time for several evenings (6 hours) that week. Another week I or son calls 2 hours each phone call and do the codes in PC for better computer. What about my time? Every time the repairman comes I have to take a whole day off. Who pays for my loss of time of work? \$80.00 a day as Sub Teacher. The repairman comes late or not all. The repairman made me late for my hospital test 1/2hr. Guess who had to pay for it? He was 40 minutes late. He tells me I am not important as a paying customer that he has other people to serve. The verizon company tells me the repairman will come between 8 am and 12 noon. I would like to bill Verizon for my loss of wage for waiting for a repair man who is late 11/10/16 also did not come on 11/17/16 at all.I found out after this these above situations happened. (b) (6) the promised router and internet enchanter that costs \$10-20.00 extra per month and the router is costing \$100.00 it does not work. We are using our own one from the other house in Meadville, pa Why should have to pay for these services that do not work? I was also told that I am three miles from optic fibro box. The repairman told me it my fault I moved out here to centerville. He is the Titusville Center of Verizon. He wears overalls. Verizon is the only provider for that area.

Ticket: # 1372186 - Internet Date: 12/29/2016 5:48:06 PM

City/State/Zip: Fort Ashby, West Virginia 26719

Company Complaining About: Frontier Communications

Description

She is getting 3 Mbs of internet. Her contract is for 6 Mbs. She cannot use the security systems that they provided. They are billing her \$71.33 a month for 2 years.

Ticket: # 1372270 - COMCAST SPEED

Date: 12/29/2016 6:30:50 PM

City/State/Zip: Philadelphia, Pennsylvania 19131

Company Complaining About: Comcast

Description

I am paying for 200mbpS internet speed but only getting 85mbpS

Ticket: # 1372288 - Century Link not delivering promised speeds and bill overcharges

still happening on bill Date: 12/29/2016 6:45:48 PM

City/State/Zip: Salt Lake City, Utah 84106 Company Complaining About: Centurylink

Description

Century link is still over charging me regularly different from the price I have in writing from my sales rep regularly every month, while not delivering advertised and agreed on speeds. The speeds have been 20-40% of what I pay for for months and none of their reps seem to be able to help after numerous phone calls.

Ticket: # 1372322 - Not getting advertised speed and price (Comcast)

Date: 12/29/2016 7:12:58 PM

City/State/Zip: Seattle, Washington 98103 Company Complaining About: Comcast

Description

I talked to a sales rep online and he said my service would be upgraded to a 150mbps download/10mbps upload at \$49.99/month with no contract or commitment. My current Download speeds are <60 mbps (and sometimes as low as 25), and I'm currently charged \$60

Ticket: # 1372549 - Extremely poor internet service

Date: 12/29/2016 9:59:57 PM

City/State/Zip: Huntsville, Texas 77320

Company Complaining About: Windstream Communications

Description

I live in a rural location where the only DSL internet service provider is Windstream. I've received extremely poor and mostly nonexistent service for most of my contract. Most of this month I've had slow internet speeds when I've had anything at all. I've already had to up my Verizon data plan in order to cover this. Windstream is of absolutely no help, and only leads me on in anyway possible. This company should be absolved immediately.

Ticket: # 1372565 - Higher Price for Lower Internet Speed

Date: 12/29/2016 10:20:14 PM

City/State/Zip: Andover, Massachusetts 01810

Company Complaining About: Comcast

Description

Called by representative earlier this year to up our internet speed to 75mbps for \$69.99 plus a one time fee of \$5.00. After testing Internet speed multiple times we get an average of 10mbps, well below what we were promised as well as a reoccurring charge of \$5.00/month which was not told to us by the representative.

Ticket: # 1372571 - Internet speeds

Date: 12/29/2016 10:23:49 PM

City/State/Zip: Secane, Pennsylvania 19018
Company Complaining About: Verizon

Description

Internet speeds are far less than advertised. I've calledi pay for 75 up 75 down and get less than half 100% of the time. Often times it's less than 1/4. I've called multiple times and Verizon techs play with the router settings to get speeds normal. Then when i hang up speeds will immediately be throttled. Hoping for some help.

Ticket: # 1372577 - Slow internet speed

Date: 12/29/2016 10:29:00 PM

City/State/Zip: Concord, California 94520 Company Complaining About: Comcast

Description

I've noticed that since I've discontinued my cable tv service my internets has slowed down considerably. I'm paying for 200 Mbps and most of the time I'm getting speeds from 1 to 25 Mbps. I've called several times and I'm being told that my modem is the issue which is clearly not the case. It's brand new and compatible with Comcast/XFINITY. I'm certain that my internet is being throttled down and therefore I feel as if I'm being ripped off. I rely heavily on my internet for work, tv streaming, etc. I hope that this issue can be resolved asap as I've gotten nowhere with Comcast representatives. Thank you.

Ticket: # 1372641 - Paying for 75MBPS "Upgraded" Service

Date: 12/29/2016 11:06:42 PM

City/State/Zip: Delray Beach, Florida 33445

Company Complaining About: AT&T

Description

I live in a small townhome and my wireless speed signal for my 75MBPS speed is less than 10MBPS consistently downstairs in the home roughly 30 feet from the modem.

They have come out to the house numerous times to "fix" the issue and ALWAYS leave before the job is actually completed. I am tired of calling their support line and having to go through a binder of the same fix it steps every single time, before they send a technician out to the house for which I must be home and not working, who will eventually leave without fixing my issues.

Ticket: # 1372660 - Internet connection

Date: 12/29/2016 11:30:04 PM

City/State/Zip: Aguadilla, Puerto Rico 00603 Company Complaining About: Liberty

Description

My internet is always slowing down to the point that it takes minutes to load something up.

Ticket: # 1372675 - COX Speeds only 1/2 advertised

Date: 12/29/2016 11:59:38 PM

City/State/Zip: Rogers, Arkansas 72756 Company Complaining About: Cox

Description

Cox charges me for 50Mbit/s down and 5Mbits/s up every month. They consistently only deliver 1/2 of there advertised rates but continue to charge full price.

This has been going on for 6+ months.

I have no other options for HS Internet at my location in NW Arkansas.

What are they going to do to fix this?

Ticket: # 1372705 - Cox is severely throttling my internet

Date: 12/30/2016 12:48:20 AM

City/State/Zip: Lafayette, Louisiana 70508

Company Complaining About: Cox

Description

Cox is severely throttling my internet. I am paying for 50 Mbps, and according to speed test sites, my current speed is at 0.05 Mbps.

Ticket: # 1372753 - Comcast throttling my internet

Date: 12/30/2016 2:34:24 AM

City/State/Zip: Ventnor, New Jersey 08406 Company Complaining About: Comcast

Description

I've downloaded these large games into my xbox now all of sudden it's slow.

Ticket: # 1373015 - Slow Internet

Date: 12/30/2016 11:39:33 AM

City/State/Zip: Oak Grove, Minnesota 55011
Company Complaining About: Centurylink

Description

Description

I have contacted Centurylink multiple times about the speed of my internet. I have been paying for 12MB for over a year now and on a good day I can get maybe 6MB. I am trying to run two businesses out of my home and this is ridiculous that I cannot get even close to what I am paying for. They have a lower priced plan at 8MB. I should be above that all the time if I am paying for the 12MB. Whenever I have contacted Centurylink they tell me that it is always on their end. the first time I was told there was a splice on the line that had to be fixed. That was over 6 months ago. Now when I call in I am told that they have to do things on their end and the speeds never increase. The only thing that happens is that I will lose internet connectivity totally for hours on end. I am at the point now that something needs to be done and I want to at the very least get the speeds I am paying for.

Ticket: # 1373162 - Constant issues.

Date: 12/30/2016 12:38:33 PM

City/State/Zip: Southlake, Texas 76092

Company Complaining About: Frontier Communications

Description

My internet for the past week has been a lot slower than what I'm paying for. I currently pay for 150/150 and I was getting less than 10 down and not even 1 up. I've called into customer service a few times and they couldn't be more clueless about this issue. Talk about frustrating when you have to explain the network to a tech support rep. After about an hour on the line, my internet went down completely. They said they were sorry but there was nothing else they could do and someone would be out to my house on Tuesday (1/3). That's 4 days away! Almost every interaction I have with Frontier is like this.

Ticket: # 1373262 - Orbitel Communications

Date: 12/30/2016 1:22:22 PM

City/State/Zip: Sun Lakes, Arizona 85248

Company Complaining About: Orbitel Communications

Description

We have the 30Mbps package at this residence now. We used to have 2-lines; one at 30Mbps, and a second at 75/5Mbps for my wife that works remote. Consistent problems over 3-years lead us to disconnect my wife's Internet connection with this ISP because they simply couldn't support a reliable, consistent Internet connection. Now in the last month or so, the residential line has gone bad. So far, Orbitel has blown two service appointments due to mis-scheduling and the problem continues, despite several attempts to resolve by us. In an effort to get someone's attention, we paid 25% of the December billing (for the 25% of the service they provided). Orbitel in-turn hit us with a \$10 late fee billing and refuses to credit any bill amount for the services issues. The most recent tech appointment to resolve this issue was supposed to be today, December 30, 2016 between 8-10. At 10:00 am, I contacted Orbitel to find out why we have not heard from the tech yet and I was informed that the appointment was yesterday, and I wasn't home. I wasn't home because I work full-time, which is exactly why I set the appointment for today, which I'm taking off. Your assistance would be greatly appreciated. This ISP is so out-of-control, it's beyond ridiculous.

Ticket: # 1373394 - CenturyLink broadband

Date: 12/30/2016 2:09:13 PM

City/State/Zip: Munds Park, Arizona 86017 Company Complaining About: Centurylink

Description

For 2 1/2 years I have been paying for the highest speed Centurylink can get to us, 7mps, yet it only delivers 1-2 mps. They have told me at least 20 times they were upgrading, yet they have done nothing. They are ripping everyone in Munds Park, AZ, off and could care less about how we feel as they are the only broadband provider in this area. They have a monopoly so they refuse to give us 21st Century connections. I don't even care if I cannot get the 100+ mps service offered literally everywhere else in the state, 7 would be fine, but they continue to stonewall us. Is there anything that can be done to make them comply with upgrading in their monopolistic venture? They are taking advantage of us. I hope Mr. Trump will make these monopolies toe the line and quit taking advantage of us. I plan on sending him a letter to complain and let him know that I have contacted you at the FCC

Ticket: # 1373666 - Comcast Speed

Date: 12/30/2016 4:09:36 PM

City/State/Zip: Peru, Indiana 46970

Company Complaining About: Comcast

Description

My upload speed drops dramatically throughout the day for several days at a time, just about every other week. I'm currently trying to live stream video games on Beam.pro I bought a package that would able me to stream! @ 10mbs upload and 100mbs download. I rarely see this kind of service I've called comcast, had a technician sent here. Had everything replaced for the issue to arise again. The countless hours and retelling of my story has lead me to no other option. After the conversation I had with the ComcastCares account on twitter I have had enough! I believe I'm being overcharged, under serviced, and just plain cheated out of trying to follow my dream of becoming a professional gamer/ Live streamer. They simply won't listen any information I send them isn't good enough. After all my troubles I believe I have been charged for service calls (2) and received a minimal 20\$ off my bill for my issues.

Can also see my issues happening while I stream at (b) (6) right around 7 mins It shows how my upload speed drops dramatically

The Comcast Account is technically my Girlfriends I understand the internet and issues though.

Ticket: # 1373860 - Bandwidth is less than 1Gig (getting 69meg of 1000meg)

Date: 12/30/2016 5:30:47 PM

City/State/Zip: Riverside, California 92503 Company Complaining About: AT&T

Description

bandwidth is about 69 meg about 10 meg higher than was before so AT&T setup an appointment for the the Tech to coming and troubleshoot the issue why I am not getting one 1(1 gig) I waited on 12/29 between 9-10am but it was no show so I called again this same day between 1-4pm unfortunately nobody show up I lost \$880 on 12/29 and upgrading from 75meg to 1000meg increase of \$39 per months so AT&T decided to send somebody on on 12/30 between 1-4 pm again Nobody showed up, called Att there is compelted but now let set up another call on 1/10/2017, please down grade me back to 75meg now AT&T saying we don't have that promotion since I have Direct Tv, phone, internet and 6 wireless lines (package) loosing my promotion is going to raise my bill so please fix 1 gig problem or downgrade me back and compensate my \$880 wage loss, FCC it seems ATT CHARGING all their clients for something that can not diliver and if coster do not know what speed getting this is fraud this is serious ISSUE and must be address to all ATT'a clients IF NIT THE ONLY RESOLVED I WILL BE FILING FORMAL COMPLAINT WITH FCC and court.

Ticket: # 1374015 - Slow Internet Speeds

Date: 12/30/2016 6:49:25 PM

City/State/Zip: Aurora, Oregon 97002

Company Complaining About: Wave Broadband

Description

Internet speeds paid for - 50 Mbps down / 5 Mbps up Internet speeds received day time - 20 Mbps down / 6 Mbps up Internet speeds received evening time - 2 to 5 Mbps Down / 5 to 6 Mbps up

Our internet speeds are not as advertised and haven't been since we signed up. I've collected speed tests for the last month from Google, Netflix, speedof.me, speedtest.net and Wave Broadband (Our ISP).

When using top speed test sites from internet giants like Google and Netflix as well as speedof.me, our speeds are constantly below 50% during the day hours and about 4% (yes, 4%, or roughly 2Mbps out of a paid for 50Mbps). during the evening.

When using Wave Broadbands own speed test, it is sometimes 100%, but more often at about 80% of our advertised speeds. The same applies for speedtest.net.

I spoke with Wave broadband on the phone and notified them of the issue. They told me to use their speed test system at Wave Broadband's website. Speeds were 100%. Then they told me to "Use Comcast's, their competitor's speed test system at speedtest.net. Both Wave and speedtest.net are provided by OOKLA and both provide identical results 100% of the time.

Wave sent a technician out to test lines. We showed him the discrepancies in speed test results between Wave/speedtest.net and every other speedtest service. The technician claimed to agree that something was wrong and called his support. They denied anything was wrong.

It is my deduction that the evidence I have collected clearly points to deceitful support efforts from Wave Broadband as well as a clear indicator that speeds are not adequate to even stream media during peak evening hours. I believe that throughput is bottlenecked at Wave's end which limits the ability for me to properly use a service that I am paying for.

Ticket: # 1374245 - false advertising/ poor service

Date: 12/30/2016 11:34:38 PM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: AT&T

-_-----

Description

sales person: ALisa; manager: keith. They insisted beyond a certainty that at my address I had fiber optic line to the curb. Told them I did not want to switch unless so. They swore up and down this was this case. It is NOT. worse internet speed I've ever had. Much slower than previous provider. ATT insisted I would notice no difference in speed. I'm spending copious amounts of time waiting on pages to reload repeatedly, being locked out and logging back in, circle swirls constantly. I want a full refund for all hookup fees, service fees- every penny back for this blatant disrespect.

Ticket: # 1374259 - Not Receiving Advertised Speeds

Date: 12/30/2016 11:51:23 PM

City/State/Zip: Dilliner, Pennsylvania 15327 Company Complaining About: Hughes Net

Description

We signed up for Hughesnet in hopes that it would offer some remedy to our previous internet fiasco which was offered through DSL. Hughesnet advertised speeds of 10 Mbps witourh an allotment of 10 GB during the day and 50 during 2am-8am. This allowance is for one month. I believe it is worth nothing they they're offering over 80% of out allotment during a time when everyone is asleep.

Their deceptive marketing tactics aside, we have yet to receive any speed relatively close to their advertised speeds. Streaming a Youtube in 144p (the lowest possible resolution) still requires waiting several minutes for the video to buffer. Google searches, which are ALWAYS supposed to be fast with Smartbrowsing, will often take 30+ seconds to load even before we exceed our allotment, and often take longer once we exceed the allotment, which again, they should not with Smartbrowsing enabled.

We have contacted Hughesnet on multiple occasions to attempt to diagnose the issue. The fullest extent the call center operators went to was asking me to perform a speed test while connected to the modern directly via ethernet and resetting the connection, which I did. Even still, connection speeds rarely surpassed 1 Mbps and ping speeds are often greater than 1500, making a 1 Mbps connection feel more like .05 Mbps.

After the data allotment is exceeded the internet is completely unusable. Their speeds are decreased to dial up speeds (the speeds are close to dial up before we even exceed the allotment) and when the low latency is taken into account, even loading basic webpages can take several minutes.

I have attached a speed test that I recently performed while within the data allotment and while connected to the modem via an ethernet connection. As you can see, we are receiving a mere 4.3% of what we are paying for. We pay more than \$70 a month for service that is the equivalent of dial-up speeds, are forced to mind our household internet usage in a time when nearly every device requires a connection, and feel we were deceived into subscribing to a service that is simply unreliable.

Looking forward to your reply, An unsatisfied customer.

Ticket: # 1374270 - Internet speed

Date: 12/31/2016 12:02:31 AM

City/State/Zip: Griffin, Georgia 30224 Company Complaining About: Comcast

Description

My Internet speed has gone down to next to nothing AGAIN. I called Comcast. They gave me the same bull about resetting my modem and router. It's not the problem. It's never the problem. It's a bandwidth issue. They decide to see how slow they can get it before I complain and then try to inconvenience me.

Ticket: # 1374283 - Internet speeds not as advertised

Date: 12/31/2016 12:24:41 AM

City/State/Zip: Aylett, Virginia 23009 Company Complaining About: Verizon

Description

I live in a subdivision in a semi-rural area. Verizon DSL is unfortunately the only (un-capped) internet option available here. My internet speeds have been consistently slower than advertised for over 9 months now. I have contacted the support department 5+ times in order to rectify the issue. I was eventually able to have a technician sent to my home. The technician that was sent indicated that he could only work on the telephone portion not internet but that he believe he fixed the issue.

My internet speed is advertised to be from 1.1 to 3.1 Mbps. When checking the router information it lists "



However all speed test websites indicate my download speeds to be roughly .3 mbps occasionally slightly faster and often slower. I have made my case known to Verizon several times and they typically have me restart my router and wait an hour or so and check it again. Obviously this strategy gets me off the phone and when there is no change I am too frustrated to call back, though I have done so on a few occasions.

Verizon has made it clear that my issue is not important to them so I am asking you to help me hold them accountable for the service, or lack there of, that they are billing me for. I will be glad to provide you with internet connection statistics at any time.

Thank you for your time.

Ticket: # 1374335 - Internet speeds

Date: 12/31/2016 1:57:49 AM

City/State/Zip: Rio Vista, Ca, California 94571

Company Complaining About: Frontier Communications

Description

My life long hobby and possible career subject of video gaming is getting ruined by Frontier

Communications terrible internet. THANK YOU!

Ticket: # 1374351 - Slow Speeds Consistantly During Time Periods

Date: 12/31/2016 4:03:16 AM

City/State/Zip: Billings, Montana 59101 Company Complaining About: Charter

Description

Billings, MT has some sort of issue with speeds between approximately 7pm and 1am where the speeds will drop from the typical 60/5 to about 2.5/5 this has been on going for about 2 months now and Charter refuses to let customers know and fix the issue. Often times they blame customer equipment even when bypassed or explain there is nothing they can do. I pay for 60/5

Ticket: # 1374356 - Horrible speeds on peak hours

Date: 12/31/2016 4:19:30 AM

City/State/Zip: Billings, Montana 59102 Company Complaining About: Charter

Description

Over the past several months Charter Spectrum internet speeds are less then advertised off network. They keep promising a fix but never deliver. They are aware of the issue. Multiple tickets. I have two accounts with them both business and after hours I can't do remote support calls due to this let alone be able to do anything online.

Ticket: # 1374376 - Comcast internet speeds and problems not fixed

Date: 12/31/2016 8:46:50 AM

City/State/Zip: Bristol, Connecticut 06010 Company Complaining About: Comcast

Description

Description

I have had Comcast for 2 years now, and for the past 6 months have had internet issues where the speeds advertised by my plan, are NOT what I am actually getting. I have been assured numerous times it will be fixed, but has not, but they continue to charge me for the service, even though its not what I'm getting. I am paying for the "blast" package, advertised at 150mbps download speed, with upload speeds supposedly to be around 10-15mpbs. I am currently getting HALF that speed, on a 10 speed test average (wired connection) of 55-65mpbs download and 3-5mbps upload speed. Over 6 phone calls have been made in the past 2 weeks, with no resolved issue other than a technician coming out, seeing its a problem outside the house at the pole, and stated that a line repair man will be out to make repairs, with NO repairs made at all.

Ticket: # 1374418 - Bad business

Date: 12/31/2016 10:28:44 AM

City/State/Zip: Lynnville, Indiana 47629

Company Complaining About: Frontier Communications

Description

I live in a rural area where Frontier is our only option. I have been a customer and paid my bills every month for 8 years. My service is rarely working properly with either no service or not enough speed to stream anything. We asked about better service and they finally say we have it but your gonna have to pay more. I said okay as long as it's gonna work I will do it. So \$54.99 later with new equipment and my service is still horrible. We r being over charged plus we r not getting the service we were promised with the new equipment. My kids have to have access for school purposes and I have to have it for work and frontier is taking advantage of people who have no other options. It's time to take of the customers and fix the problem. They say there is nothing further they can do. So I just got scammed into paying more for the same crappy service I have had for years. \$54.99 seriously??????

Ticket: # 1374604 - Windstream Internet Provider is billing me for service it cannot

provide

h(b) (6)

Date: 12/31/2016 3:08:12 PM

City/State/Zip: Nancy, Kentucky 42544

Company Complaining About: Windstream Communications

Description

I contracted with Windstream at 231 Sourwood Dr, Nancy, KY 42544 in September 2013 for basic internet service. About 6 months later, they offered an upgrade to 12Mbs service. They started billing me for the service but I didn't receive the improved speed. After numerous calls, someone discovered the order had not been completed at the router. Following the fix, my modem would connect at 12Mbs but could not sustain the speed for even a few minutes. I have repeatedly called and had various technicians out, new modems, nothing helped. Now, over 2 years later, a technician discovered that one of my two pairs was down and sent a tech onsite to fix it. The onsite technician showed me that from the pole to my house, there actually exists ONLY ONE of the two pairs needed in order to provide 12Mbs service. He also said that, in fact, the wire all the way out to another junction box out on the main road was still only one pair and I will not get the promised speed until the wire is replaced all the way to that junction. So Windstream has been defrauding me for over two years. That technician said he put my address into a queue to have the wiring replaced. It is now 2 months later and it still hasn't happened. But I haven't received a refund or any other communication from Windstream. Just today I received communication via twitter stating that it's the inside wiring. That is simply not true. You can view a history of internet speed captures on my twitter account at

Ticket: # 1374719 - 10 years of internet speed issues and blowing smoke up our rears

Date: 12/31/2016 6:29:03 PM

City/State/Zip: Finleyville, Pennsylvania 15332

Company Complaining About: Verizon

Description

We've been told multiple times that fiber internet would be available in our area by Verizon. Only once, after escalating and escalating was I finally told the truth, they are not laying any fiber. So our only option is horrible comcast service, or to be paying for a 3mb service that most evenings cant get about 200K.

Ticket: # 1374782 - Centurylink Bait and switch plus more

Date: 12/31/2016 8:30:05 PM

City/State/Zip: Jacksonville, Arkansas 72076 Company Complaining About: Centurylink

Description

Sold me faster internet, told me I was getting the faster speed. Then found out a year later that I was never getting 40 Mbps, only 20 was available in my area, but I was paying for the upgrade. And they wouldn't come cut off my phone, after I called 3 different times to tell them my phone was still on, and to verify I wouldn't be charged for downgrading, or be charged for the phone still being active. And guess what..they still charged me!!! They lie, they say one thing, but when the bill comes, it's a different story. Also, I moved recently and the address I am providing is not where I had centurylink service.

Ticket: # 1374806 - ISP not providing technical support / false advertising / etc

Date: 12/31/2016 9:27:19 PM

City/State/Zip: Laingsburg, Michigan 48848

Company Complaining About: Wide Open West (wow)

Description

Multiple problems with current ISP, WideOpenWest (WOW) in Mid-Michigan. We pay over \$50/month for 110Mbps DL 10Mbps UL. Speeds are consistently less than 10Mbps DL and .5Mbps UL. Customer support representatives consistently state there is "no technical support provided for slow speed issues besides clearing browser cache and resetting modem." This is an ongoing issue for 3+ months, with multiple contact to ISP with no resolution.

Ticket: # 1374814 - Brighthouse /Spectrum Internet & Cable in Tampa, FL

Date: 12/31/2016 9:51:31 PM

City/State/Zip: Tampa, Florida 33606

Company Complaining About: Bright House

Description

I would like to report my frustrations with Brighthouse. We pay for 200mbps of internet and extended cable with our bill amounting to over \$180/month. With this, we are only receiving 20mbps wifi (a 90% reduction in what we are paying for). I have complained over 8 times to both regular employees as well as escalated to management. We have had at least 5 techinicians in our house and continue to have service outages.

My concern is that we have no options in the Tampa Bay area. Brighthouse (a monopoly on the local utility) is providing \$18 of service on a \$180 bill. Frontier is no better after not purchasing Verizon's software. We have no choices and need your help. We are being charged for service we are not receiving.

My understanding is that the issues are due to the purchase by Spectrum but they continue to charge me the full bill even though I am getting 10% of my service.

The FCC needs to step in on the monopoly and lack of service that is occurring with Spectrum, Frontier and other companies. Please help!!

Ticket: # 1375164 - very low download speeds

Date: 1/1/2017 4:59:59 PM

City/State/Zip: Minonk, Illinois 61760

Company Complaining About: Mediacom

Description

I have Mediacom High Speed Internet package as my internet service provider, and internet SlingTV, HBO, etc. service through my Roku. I have had daily issues with my programs having to restart approximately every 15-30 minutes. This has been ongoing for well over a year. I complained to Mediacom who has blamed SlingTV and my Roku. I have made many complaints to SlingTV who has blamed Mediacom. A friend did an internet speed test and my speed on December 15, 2016 was 25.1, 21.7 and 2.7. Thus my problem I have been having for the last year and a half. I took Dec. 16 off work since Mediacom said I had to be home to fix problem. Technician was informative and explained the problem could not be fixed inside as my wire in home and modem working fine. He said another technician would be out Dec 19 to address and fix outside issues, and I would not need to be home. I continued to have problems and notified Mediacom again, and I was told it was known problems in the town of Minonk at this time. Speeds continued to be slow and dropping my steaming of TV on Dec 23 to 40.8, 44.4, 54.6 and 13.3, thus dropping to a restart. Our family plans were changed to my daughters house Christmas because we were unable to host without TV. Mediacom said I need to make another appointment. I said forget Mediacom and am switching internet companies. I was met with a chuckle and told I couldn't since They said I had a contract with Mediacom. They did give me a credit for one month of service but upped my bill by \$10 a month. So I have taken another day off work for January 3rd for them to attempt to fix. I pay for Ultra High Speed Internet which is advertised as speeds of 100 mps not dropping below 80. I have no options according to Mediacom and have attempted to have issues resolved. I feel they have broken their contract for the past 1 1/2 years. I have no faith in the credibility of this company and wish to move on to an internet company whom I can trust, and where I will get the service that I pay for.

Ticket: # 1375208 - Verizon FiOS Speed Limiting

Date: 1/1/2017 6:12:24 PM

City/State/Zip: Dover, Massachusetts 02030 Company Complaining About: Verizon

Description

I'm a customer of Verizon FiOS and I pay for 150 mb/sec internet. Each afternoon I test the connection of my upload and download rates and receive below 50 mb/sec. This consistently occured 28 times out when tested over the past 30 days. When communicated to Verizon FiOS customer service I am told that my connection speed is testing at 150 mb/sec, and that there is no issue.

Ticket: # 1375210 - Verizon FiOS Speed Limiting

Date: 1/1/2017 6:14:10 PM

City/State/Zip: Dover, Massachusetts 02030 Company Complaining About: Verizon

Description

I'm a customer of Verizon FiOS and I pay for 150 mb/sec internet. Each afternoon I test the connection of my upload and download rates and receive below 50 mb/sec. This consistently occured 28 times out when tested over the past 30 days. When communicated to Verizon FiOS customer service I am told that my connection speed is testing at 150 mb/sec, and that there is no issue.

Ticket: # 1375393 - Internet

Date: 1/1/2017 11:16:02 PM

City/State/Zip: Wilson, North Carolina 27896 Company Complaining About: Time Warner

Description

I have been paying for 100mbps for over a year and learned the speed I get is actually 11 to 30mbps. Service tech has improve speed but it reverts back.

Ticket: # 1375414 - Windstream Communications Internet

Date: 1/1/2017 11:42:21 PM

City/State/Zip: Maxwell, lowa 50161

Company Complaining About: Windstream Communications

Description

I am paying \$100/month for 15mbps internet and speed tests show only 3.5mbps which rarely works. I have called them and complained but no one cares due to my location and their company being the only internet provider in my area. I can only run one device at a time whether I'm streaming a movie on Xbox or just browsing on my phone, both cannot be connected at the same time. This is the worst service I have ever had as well as the prices. Bad service should not cost this much.

Ticket: # 1375428 - Time Warner Cable Throttling Bandwidth at Peak Hours

Date: 1/2/2017 12:06:31 AM

City/State/Zip: Louisville, Kentucky 40223 Company Complaining About: Time Warner

Description

(b) (6)

Ticket: # 1375451 - Constant Throttling of Connection Speeds

Date: 1/2/2017 1:10:01 AM

City/State/Zip: Ash Fork, Arizona 86320 Company Complaining About: Centurylink

Description

My ISP loves to throttle everyone in my area down to horrible speeds, generally under 30 Kb/s, it's at random as well.

Ticket: # 1375471 - Poor cell/data service in neighborhood.

Date: 1/2/2017 5:09:25 AM

City/State/Zip: Cerritos, California 90703 Company Complaining About: T Mobile

Description

T-Mobile maps show good cell data/LTE service in my neighborhood. Fact is service is very poor, sometimes no service. Contacted T-Mobile multiple times, installed signal booster and service is still poor or no service at times.

Ticket: # 1375475 - Slow internet speed

Date: 1/2/2017 6:28:37 AM

City/State/Zip: Broken Arrow, Oklahoma 74014

Company Complaining About: Windstream Communications

Description

I have been dealing this for 6 months. I am tired of dealing with them. If they want us to keep being their customer they need to fixed this problem. I never have been contacted about the last complaint.

Ticket: # 1375509 - Windstream is throttling us

Date: 1/2/2017 9:19:15 AM

City/State/Zip: Newark, Ohio 43056

Company Complaining About: Windstream Communications

Description

We are paying nearly \$90 a month for "high-speed internet", but the fastest download speed we ever recorded was 2.5Mbps, and it drops down to 0.3Mbps for whole days at a time on a regular basis. When we call to complain, they say they're "resetting the connection" and suddenly it's back to normal. We believe they are throttling us, in addition to restricting our speed for our normal service (2.5Mbps as a high is terrible). We have reported the issue many times, but it has never gotten better.

Ticket: # 1375656 - Unacceptable DSL Internet Speed

Date: 1/2/2017 12:51:10 PM

City/State/Zip: Capon Springs, West Virginia 26823

Company Complaining About: Frontier Communications

Description

0.1-0.15 mps speeds on my DSL internet. I have made several complaints to Frontier Communications reference this and the issue is still there. I have even offered to pay for faster service but was told the was nothing else available for my area.

Ticket: # 1375674 - Verizon offers "high speed" internet as alternative to Fios

Date: 1/2/2017 1:01:44 PM

City/State/Zip: New York, New York 10034

Company Complaining About: Verizon Wireless

Description

I called Verizon to inquire about getting Fios in my apartment. The salesperson said he'd be happy to sell me a "high speed internet" package. Turns out that what Verizon calls "high speed" is simply DSL though my building's antiquated phone lines. When I tested my connection speed using Verzion's own widget, it showed that I was getting an average download speed of 2.65 Mbps and an average upload speed of 1.75 Mbps, compared to cable or Fios that are typically closer to 100-150 Mbps. The deception takes place over the phone. I asked for Fios, and the sales person offered to sell me a product that is 50 times slow but is deceptively label as "high-speed." When I called to complain, I was bounced back and forth between a technician who told me I needed to speak to a salesperson and and a salesperson who both tried to insist that I needed to speak to a technician. Eventually, the salesperson did point out that their "high speed" service is defined as running between 1-3 Mbps on their website, but they would not admit that is actually a slow speed compared to other services they offer. I guess they justify it by saying it fast for DSL, but if I went to a car dealership and asked to buy a Ferrari and they said they didn't have a ferarri but they could sell me a golf cart that was faster than any other golf cart on the market, I'd call that deceptive. Verizon should not be allowed to offer an outdated product and call it an alternative to what is currently the top end product.

One last thing. I find it interesting that Fios is available in Midtown Manhattan and the affluent suburbs, but not in Inwood, which is a predominantly hispanic neighborhood.

Ticket: # 1375778 - Centurylink refuses to give me the same service as my next door neighbor

Date: 1/2/2017 2:09:44 PM

City/State/Zip: Coats, North Carolina 27521 Company Complaining About: Centurylink

Description

I can only get .7MBPS internet speed where I live. My next door neighbor gets 8MBPS. I'm too far away according to Centurylink. Does this make any sense to anyone? Over the past 4 years, I've had 4 separate Centurylink technicians come to my home to verify. They have all told me that they could easily get the higher speed to my home, they would only need for Centurylink to allow them 2 hours to reroute the lines from another location. I very recently found out that they did this for my next door neighbor, who lives right beside me. This is unconscionable. To refuse to help a longtime customer, knowing that they have no other options, is the very worst thing that a company can do when they could so easily do it.

Ticket: # 1375835 - Sprint Date: 1/2/2017 2:57:58 PM

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

Company Complaining About: Sprint

Description

I would like to file a complaint about Sprint. They lie about about the reliability of their coverage and change an outrageous amount for their plan. I live and work in a populated area and always have to connect to wifi to use data. If I go an hour out of town I go into roaming. It's ridiculous the government allows these cell phone carriers to take advantage of all consumers m

Ticket: # 1375992 - Throttling and blocking 3rd party apps

Date: 1/2/2017 4:31:25 PM

City/State/Zip: Waterloo, Iowa 50703

Company Complaining About: lowa Wireless

Description

Description

They have been blocking a third party tethering app where the only page that loads says tethering not available on my plan to the point of completely cutting out my Internet. Also throttling my data speeds. 10 to 20 mbps download speed for the first week of my plan and then drops to under 1mpbs for the remaining three weeks on an unlimited 4g plan.

Ticket: # 1376036 - Comcast speeds are a joke

Date: 1/2/2017 4:48:34 PM

City/State/Zip: Denver, Colorado 80205 Company Complaining About: Comcast

Description

I've been trying to reach out to comcast to complain about slow internet speeds for a month, but the wait times on their official channels make it impossible to follow through. I once tried to start a chat at the beginning of the workday, and had not been connected to a customer service agent 8-hours later. The same goes for their call-in lines, where I've waited on hold for 2-hours before abandoning my plight.

Ticket: # 1376057 - Violation of Title II of the Telecommunications Act

Date: 1/2/2017 5:01:24 PM

City/State/Zip: San Antonio, Texas 78245-0452 Company Complaining About: Time Warner

Description

I am not receving the internet services I am paying for. Have spoken to numerous representivites, superviors, managers, service technicions, and departments. Been given the run around with zero solutions. Still being charged. I have extensive electronic evidence of said Title II of the Telecommunications Act violations.

Ticket: # 1376065 - Extremely Poor Internet Speeds

Date: 1/2/2017 5:06:29 PM

City/State/Zip: Sandpoint, Idaho 83864

Company Complaining About: Frontier Communications

Description

Description

I have 2 DSL lines with Frontier along with a phone package, paying \$128 per month. Each DSL line is supposed to be "Speed(Down/Up)

3360 Kbps / 800 Kbps". For the past several weeks we have been getting 200 - 500 Kbps download speeds instead of 3360 Kbps. I asked for a Frontier Technician to come out and he observed 500 Kbps at the actual junction box and even lower on a second test using his own modem. The technician's name is Russ and his manager is James Martin (208-263-0177). I work out of my home for a major software company (Microfocus) and I'm not able to do my job under these conditions.

Ticket: # 1376129 - Ips failed to deliver service that is being advertised

Date: 1/2/2017 5:57:45 PM

City/State/Zip: Raleigh, North Carolina 27610 Company Complaining About: Time Warner

Description

Time warner has a ultimate internet of 300 Mbps for \$90.00 a month. Since I've had this package I never had an upload speed of 300mbps. I had a technician come out twice and the second time I was told "time warner doesn't tell people there modems do not upload speeds of 300mbps." So not only was I lied to but I been paying for service they failed to deliver.

Ticket: # 1376177 - Services

Date: 1/2/2017 6:24:11 PM

City/State/Zip: Orange City, Florida 32763 Company Complaining About: Bright House

Description

I have had a issue with being lied too with services available to me. Spectrum has even admitted that I was lied to about what services were offered to me and I agreed too. The OOP office has no been willing to work with me on any of this and think its ok that a supervisor lied to me and laughed about it. I would also like to speak with the Florida attorney general as well. I will reach out to her at a later time.

Ticket: # 1376194 - Make TWC Great Again

Date: 1/2/2017 6:45:48 PM

City/State/Zip: San Marino, California 91108 Company Complaining About: Time Warner

Description

We pay for an internet plan that advertises up to 100 Mbps; however, we never reach that number. Using the reputable speedtest.net on a laptop connected via ethernet to the provided modem (result link provided down below), the fastest download speed we were able to achieve was 68.46 Mbps, which is 31.54% slower than what is advertised. This is not acceptable. Sure, you might say that we are advertised "up to " 100 Mbps, but come on, in everyday use, we often experience slow load times watching online content, consistent buffering, and dropped connections. Please fix. We need to make TWC great again.

test result here: (b) (6)

Ticket: # 1376276 - Slow speed xfinity

Date: 1/2/2017 8:10:06 PM

City/State/Zip: Naperville, Illinois 60565 Company Complaining About: Comcast

Description

We pay for high speed internet service through Xfinity and yet we hardly get what we pay for. We pay premium rates for fast speed internet and we don't get that.

Ticket: # 1376282 - Xfinity wifi

Date: 1/2/2017 8:12:29 PM

City/State/Zip: Woodrige, Illinois 60517 Company Complaining About: Comcast

Description

I pay for 75mbps for internet and at best I only receive about 20 with a wired connection wireless it's almost useless with times as slow as .001 mbps I have tried everything from loving the router to calling the company. When I ALL the issue goes away for about a day or so the. We go right back to slow.

Ticket: # 1376323 - Century Link slow internet

Date: 1/2/2017 8:50:46 PM

City/State/Zip: Dixon, Illinois 61021

Company Complaining About: Centurylink

Description

I was originally sold a 10mbps internet speed and after agreeing to the contract the service tech said the best we would be able to get was 1.5mbps. We were bundled a internet and satellite direct TV package that the slow internet would not support. I have had to call several times because the internet is not dependable and have had some of the worst service I have experienced in my life. I recently have been able to negotiate the price of the service down due to the slow speed but have no other options due to some law. I spoke to a gentleman from Frontier internet and he said to get Century Link to provide me a bonded service and it would double my speed(which could be easily installed through my current set up), so I called and askedCentury Link if they had the bonded service they said yes but would not offer it to me at my address. At the end of the day due to this law my only internet option is Century link or Comcast. Comcast does not run out side of town so Century link is my only option. I need Century link to give me a faster service because I know the technology exists.

Ticket: # 1376370 - Limited to dial up Internet speeds

Date: 1/2/2017 9:21:11 PM

City/State/Zip: Inwood West, West Virginia 25428

Company Complaining About: Frontier Communications

Description

Description

We have had internet issues for over 2 years now. I've talked with people at frontier communications probably 100 times and the problem never gets resolved. All they tell me is the area is over loaded due to high demand. My last internet down load speed was 0.05 Mbps. The absolute highest it's ever been is 2.58 which still isn't enough to download a pay per view movie with out buffering. Frontier is the only internet service provider for me and I'm not sure why being I live on a main road. In fact I can't even use our home alarm system being its based on wi-fi. Internet in all areas should be greatly increased dial up and dsl were good for the 19th century not the 21st.

Ticket: # 1376455 - Rise Broadband

Date: 1/2/2017 10:26:45 PM

City/State/Zip: Haslet, Texas 76052

Company Complaining About: Rise Broadband

Description

We have live at the location below and have had issues with this provider and the ones they bought out consistently with no solutions. You cannot talk to customer service only a tech. They have switch us to different towers, claiming each tower was overloaded and finally to a tower that is within 50 yards of my house. There are no other providers in our area, so they have the monopoly. The speed is he issue, they tell me on Friday that they only have to provide 60% of what we pay for, well we cannot stream video's and it if you can complete a download, it takes forever. Poor Company, Poor Customer Service, also when you call them, you are on hold forever, sometimes up to an hour. I was told to report to FCC and possibly get our issue solved after 6 years.

Ticket: # 1376539 - Verizon internet

Date: 1/3/2017 12:03:02 AM

City/State/Zip: Rogersville, Tennessee 37857 Company Complaining About: Verizon Wireless

Description

I've had Verizon for a couple of years now. It started out really fast all the time, but now anytime after 5 am it's really slow like dial up internet speeds until 12 am. After 12 am it's fast, but never after 5 am. They are throttling everyone's connection and they're getting away with it. Verizon is the biggest fraud out there and they need to be stopped.

Ticket: # 1376542 - Interent Speed issues

Date: 1/3/2017 12:05:24 AM

City/State/Zip: Marengo, Ohio 43334

Company Complaining About: Centurylink

Description

My family is paying for 3 Mbps download and 1 Mbps upload and recently our speeds have averaged around 0.3 Mbps Download and 0.4 Mbps upload.

Ticket: # 1376550 - Have not been receiving correct speeds for over 3 weeks now

Date: 1/3/2017 12:33:55 AM

City/State/Zip: Del City, Oklahoma 73115 Company Complaining About: Cox

Description

My upload speeds have went completely bad. It happens every single day at 5;30 pm central time. It's been going on for over 3 weeks now. It all started December 17th, 2016. I've had 4 different technicians out. It took the last technician to finally see a problem. He did a line test on the cable coming out of our wall and there was a serious problem with upload speeds. They were fluctuating non stop from 1mbps to around 15mbps and causing lots of latency. I was told they were putting in a work order to check and fix the lines the in the neighborhood coming to my house. The problem is not within my own wiring, it's been inspected 4 times in past 3 weeks, but somewhere in Cox wiring. I contacted Cox 12/30/2016 to check on the status of the work order and I was told another technician was going to be showing up to my house today, 1/2/2017. No one ever showed up. I got ahold of Cox again to be told that no technician was scheduled to be out today. I've spent countless hours speaking to cox and waiting for them at my house for technicians. I'm getting the run around again, being told another technician will be at my house tomorrow, 1/3/2017 to test my lines to my house from the pole, for the 4th time now. This has to be fixed, it's going on a MONTH of not receiving what I pay for.

Ticket: # 1376557 - Not being provided with the Internet being advertised by my ISP

Date: 1/3/2017 12:43:41 AM

City/State/Zip: Valley Center, Kansas 67147

Company Complaining About: Pixius Communications

Description

Me and my family pay the for the highest service available from the only ISP in our area that can reach our house. But the advertised service we get is only for a couple of hours in the morning for the rest of the day our service degrades until our internet is borderline unusable. My family has made multiple attempts to try and fix the issue with our ISP but we get told things such as: "There is probably a tree blocking the way" or "You probably don't have your router plugged in well enough"

Ticket: # 1376740 - Internet Data Throttling

Date: 1/3/2017 10:11:48 AM

City/State/Zip: Gainesville, Florida 32608 Company Complaining About: Cox

Description

Over the past week, Cox has been throttling our internet speeds to far below advertised speed (50 Mbps download / 5 Mbps upload). Now we get at best 2-5 Mbps download speed, sometimes slower. Our router is not the problem, as we have tested this by plugging into the modern directly. I suspect that the throttling is in response to our household coming close to (but not exceeding) our monthly data usage cap.

Ticket: # 1376828 - Poor internet reliability; Speeds far less than advertised.

Date: 1/3/2017 11:02:09 AM

City/State/Zip: Santa Rosa Valley, California 93012-9217 Company Complaining About: Frontier Communications

Description

For many months we have been struggling to resolve internet reliability issues with Frontier. Service goes in and out constantly, and when it does work, speed is a fraction of what we pay for. Frontier account number is (b) (6) and and we even installed a second line, at full cost, to attempt to resolve. Typical speed is 1Mbps down, and 150Kbps up, when it works at all. We are paying for 15 Mbps down and 1 Mbps up. We have been told by service technicians that central office equipment needs to be upgraded.

Ticket: # 1377317 - Verizon FiOS false advertising and potential anti-competitive

practices

Date: 1/3/2017 1:56:22 PM

City/State/Zip: West Orange, New Jersey 07052

Company Complaining About: Verizon

Description

I have been a Verizon FiOS customer for many years. I use internet-only with them (no cable or phone) with a direct ethernet line to my home. I have had 50/50 internet from them for the last 2 years at my current address.

They are advertising 150/150 speeds all over my area on TVs, bills, etc. I called to renew my contract and look into upgrading the speed and to make a long story short I was told I can only do 50/50 or 300/300 and nothing in between. 300/300, of course, being a bit overkill and too expensive for what I need. From a technology standpoint this makes absolutely no sense whatsoever and here's the kicker: two years ago when I was negotiating my first contract they were advertising 75/75 speeds. When I called them then I was told I can't do that speed, I could only do 50/50 or 150/150 -- Yes, they told me back then that I could only do the speed that I want now. At the time I hadn't needed it.

I am concerned that what I am experiencing is some form of dirty play from local ISPs. I don't know if Verizon is trying to discourage cord-cutters by not allowing them to obtain these middle-tier speeds that would help when using multiple streaming services at home? Or maybe there is some strange backdoor deal with another ISP? My only other option in my area is Comcast and I absolutely refuse to do business with them. The reason I am suspicious of this is that I noticed that if I go online as a new customer who is ordering a "triple play", the 150 service is offered to me...

Verizon is extremely difficult to deal with and everything about their process seems intentionally obtuse and designed to force people into bundled packages and renting their equipment.

I would appreciate your help on this matter.

Ticket: # 1377616 - very slow internet speeds over a two year period

Date: 1/3/2017 3:32:50 PM

City/State/Zip: Slidell, Louisiana 70460 Company Complaining About: AT&T

Description

My internet provider is AT&T. I am currently on a plan that the company offered more than 4 years ago for low cost internet service. I have no other services with AT&T. This plan has been discontinued however I still hold my contract for this DSL service. Over the last several years the company has contacted me continuously about changing my plan to something else. This would void the current contract that I hold. And since I do not need phone service, nor do I watch TV, I have no need for a bundle service. Every few months my internet trickles down to such a low speed that it is unusable. And every time this happens I called AT&T to fix this problem. Each time I am sent to a sales person that harasses me to change my plan. Extreme harrassment goes on while I am forced to listen to an unending sales presentation. I get very upset and sometimes it's almost a miracle how my internet speeds up while they put me on hold. The internet has slowed down again today. The last time was 3 months ago. Mbps download is 0.26 and upload is Mbps 0.29. I wish to enter this complaint because my internet is not usable at this speed and I am ill and cannot take this company's harassment. This [problem must be permanently fixed. I do not believe there is anything wrong with the lines since my neighbor in the next apartment has AT&T and is having no problem. It's obvious they are slowing down my internet and do not wish to provide internet for \$54.00 a month. They would prefer that I get a bundled service. I want my internet let alone or repaired and for them to stop the harassment. I am over 70 years old and will not pay for services that I don't wish to use.

Ticket: # 1377645 - DSL Speed Availability and Support Issues

Date: 1/3/2017 3:40:52 PM

City/State/Zip: Cumberland, Virginia 23040

Company Complaining About: Verizon Wireless

Description

After a long and frustrating battle with Verizon I have decided to file a complaint and hopefully find a

Good Afternoon,

resolution to these issues. It was challenging to even get DSL due to Verizon address database issues and not qualifying my address. After many phone calls and escalations, I was finally able to sign up about two years ago. At that time, I was told on the phone and by the field technician that came out to perform the outside install that I would be placed in the 7.1-15M DSL tier. This was due to my extreme close proximity to the closest DSLAM as well as my very short cable distance. This was pretty much a requirement since I am an IT Director and work from home often. After the DSL modem arrived and I hooked everything up I noticed that I was only getting 3M down. I immediately called Verizon and asked about why this was and was told it was because I was placed in the 1.1-3M tier. I asked them to move me to the 7.1-15 tier where I was supposed to be provisioned. At that point I was told it was impossible because they could not change that in their system. I have tried many times since then, calling customer service/billing/chat, anything I can think of to be moved to the correct tier and I constantly get the same answer that the system will not allow them to change tiers. Technicians have checked my DSL line statistics and confirmed that I would have no problem connecting in the 7.1-15 tier but for whatever reason no one at Verizon will put us in that tier.

Thank you!

(b) (6)

Ticket: # 1378208 - Frontier Internet: Santa Barbara, West Camino Cielo

Date: 1/3/2017 6:46:43 PM

City/State/Zip: Santa Barbara, California 93105

Company Complaining About: Frontier Communications

Description

Since Christmas, our internet has been down. This has affected over 70 people (verified by Frontier, number of service tickets opened by 9am today). This comes after an incredibly slow internet, well below the advertised and purchased speed. We are running at between 4 and 6 mb/s download. We were promised a metric of 3mb/s DSL which, per the sales associate, it was every mb DSL was equal to 100 mb/s cable. This doesn't seem to make sense, because an mb/s is a speed metric that should remain constant no matter the medium. Either way, service has been horrendous, at least two canceled service requests, no communication - a loss of income worth about \$600 because of the time I took off work and they subsequently canceled (without phoning me) and after I called, I was able to reschedule, only to have it canceled again. This area, known as West Camino Cielo has a community forum, on which there have been many logged complaints. Please see the attached example of the content.

Ticket: # 1378300 - Xfinity deceptive practices

Date: 1/3/2017 7:52:02 PM

City/State/Zip: Bellingham, Washington 98226 Company Complaining About: Comcast

Description

Please see the email below that I attempted to send to their corporate office which bounced! - Fairly typical of how they treat Customers!

I am not trying to get something for nothing, I simply want the truth told to me when I go to buy internet service. If the rep had told me on December 19, that for the same price, the service would have to be downgraded slightly, that would have be honest and I could have decided what to do at that time. As it turns out, I have wasted endless house on this matter for no reason.

Email to Comcast follows:

On December 19, 2016 I went into my local Xfinity store in Bellingham, WA and said that I wanted to renew the internet service at our house and to keep the existing tier of service for the same price. The agent we dealt with said that was no problem and we left thinking that all was well.

I then noticed that the upload speed was much slower than before and held and online chat with an Xfinity rep who agreed that there was a problem and agreed to dispatch an engineer for today, January 3, 2017. The engineer showed up and after contacting his technical support said that our service was provisioned in accordance with the agreement. Upon very close examination we find that we were deceived on December 19, by the fact that our service is now 'Performance Pro' and not 'Blast Pro' as we had before. This explains why the upload speed is basically half what it was.

We went back to the local store today to discuss this and were told that if we wanted what we had before December 19, it would be an extra \$10 per month. Upon objecting as to why this was not explained, the rep in the store said that she could not speak for what anyone else had said before and that as we were not on a contract we could leave at any time! There was nothing else she could do.

You call this service??? Let's go through it one by one;

- 1. December 19, Deceptively told service would be the same for the same price as before UNTRUE
- 2. Chat with Xfinity Rep online he believed service had a problem UNTRUE (as it turns out), clearly inexperienced, even though I did rate them highly for courteousness in the survey you directed me to
- 3. Engineer showed up to test they were professional, helpful and patient GOOD (but engineer was not really needed because online chat rep screwed up)
- 4. Attitude of rep in Xfinity store today (January 3, 2017), terrible, basically your firm could not care less if we remain with your service or not. Unable to take collective responsibility for the actions of other staff in the same store

It really never gets any better with Xfinity. I await your comments. Sincerely,

Ticket: # 1378435 - Frontier Broadband

Date: 1/3/2017 9:09:23 PM

City/State/Zip: Bremen, Ohio 43107-9769

Company Complaining About: Frontier Communications

Description

We are supposed to receive at 6mps and we are lucky if it reaches 4.05. Many times a day it is at 0.08 to 0.18 mps. We pay for 6 mps.

Ticket: # 1378481 - TDS Blue Ridge

Date: 1/3/2017 9:42:40 PM

City/State/Zip: Blue Ridge, Georgia 30513

Company Complaining About: Tds

Description

TDS Internet provider sold me high speed internet yet I do not get these speeds. Being a monopoly in the area, there is no competition and therefore causing them to not give what is paid for.. I have complained multiple times and nothing comes of it. Thank you, Blue Ridge Resident (30513)

Ticket: # 1378523 - deseptive bussiness practice

Date: 1/3/2017 10:11:29 PM

City/State/Zip: Poplar Bluff, Missouri 63901 Company Complaining About: Exede

Description

Exede Internet is selling a 150gb with speeds of 15mbs, but when it the buy it the speeds often get al low as 1 mbs or less. when you call to get the service they clearly explain that you will NEVER go below 10 mbs and generally above 12 mbs. I HAVE A HISTORY OF SPEED TEST SUPPORTING THE very SLOW SPEEDS

Ticket: # 1378639 - Advertised Service is a fabrication

Date: 1/4/2017 12:02:17 AM

City/State/Zip: St. Paul, Minnesota 55102 Company Complaining About: Centurylink

Description

I have had centurylink service for over a year now, and I pay for 60Mbps down. I have never received internet speeds any where near this. The highest I have ever had recorded is 20Mbps down. All I want is for centurylink to say they don't actually offer these speeds.

Ticket: # 1378665 - Slow Internet- 6 weeks

Date: 1/4/2017 12:31:44 AM

City/State/Zip: Baltimore, Maryland 21202 Company Complaining About: Comcast

Description

Description

I upgraded from 25Mbps to 100Mbps about 5 weeks ago. I complained a few days later that I was still getting only 25. They promised to fix it, and offered me 200Mbps for a year. To date, I still keep testing between 22-28Mbps indicating that Comcast never upgraded my internet speed, even though I have been paying for it since the end of November.

Ticket: # 1378702 - Upload speed doesn't go higher than ~3 Mbps

Date: 1/4/2017 3:10:07 AM

City/State/Zip: Wichita, Kansas 67220 Company Complaining About: Cox

Description

I am paying for the premier package, which is 100 Mbps download and 10 Mbps upload. My download speeds are fine, but my upload speed is not going any higher than about 3 Mbps. Usually it is much lower than that. My problem is very similar to what's being seen in this thread: https://www.reddit.com/r/Twitch/comments/4cmxau/cox_is_throttling_customers_who_stream_on_twit ch/

I have contacted support multiple times and they also sent a technician out to my apartment, but haven't gotten anywhere with the issue. I have attached the logs as well as an example run of the speed test I'm using. The low upload speed is very obvious when I stream to Twitch, as I drop a lot of frames.

I first noticed this problem on December 18th, but it likely started before that. I am not happy with the fact that my upload speed is always much lower than it should be.

Ticket: # 1378759 - Speed, Service and deceptive practices

Date: 1/4/2017 8:11:00 AM

City/State/Zip: Cincinnati, Ohio 45238

Company Complaining About: Cincinnati Bell Fiberoptics

Description

In November of 2016, I changed my internet provider to a local company Cincinnati Bell. The prices appeared to be along my budgetary needs and the options were quite attractive. The difference in changing to this company meant saving my house hold 100.00 per month. From that point on, we have experience decreasing internet speeds when the system is operating at all. I have been in constant communication with their non locally owned customer service agents who continue to schedule my repair days and weeks out. This alone is highly unacceptable as I work from home. I now have 3 pieces of equipment to further enhance the service and you guessed it, my 50 mbps gets a speed of 15 on wireless and 40-45 on Ethernet, this should be more than enough to use 2 computers for my system which is necessary in my line of work. Everyday this continues is another ding against my career. This is also HIGHLY unacceptable.

Ticket: # 1378848 - Terrible Internet Service

Date: 1/4/2017 10:04:58 AM

City/State/Zip: Jasper, Georgia 30143 Company Complaining About: Tds

Description

I purchase the Dish, home phone and internet bundle from TDS. To put it bluntly, their internet is terrible. I purchase 5MB and I'm lucky to get 1.5MB down and 250k up. It goes down at least once a day and I have to reset the modem. If another service provider was available I would switch. As it is, TDS has everyone in this area over a barrel and charges high prices with terrible service. The equipment is old, they are still using modems with RJ11 jacks. We you complain they give you another modem (still old RJ11) but charge you more. Please help as this company is ripping people off just because they are the only internet provider. Thanks.

Ticket: # 1378984 - Slow Internet Speeds

Date: 1/4/2017 11:21:57 AM

City/State/Zip: Hideaway, Texas 75771

Company Complaining About: Sudden Link

Description

We pay for 50 Mbps and for the past five months have gotten speeds consistently slower than that. I have recorded speeds as low as .028. Suddenlink has identified the problem; too many customers on a single node. They continue to advertise for new customers, without taking care of the customers they already have!

Ticket: # 1379100 - Internet Speeds

Date: 1/4/2017 12:13:40 PM

City/State/Zip: Bedford, Indiana 47421 Company Complaining About: Comcast

Description

Internet Speeds have been bad for more than 3 months now. I have had a technician out to the house several times. I pay for roughly 130MB download and 20MB upload speeds. My download has been pretty much as advertised, but my upload speed has been VERY low usually lower than 3MB up for the past 3+ months. I have called and contacted comcast numerous times and they still have yet to fix my issue.

Ticket: # 1379117 - Comcast Upload Speed

Date: 1/4/2017 12:22:46 PM

City/State/Zip: Bedford, Indiana 47421 Company Complaining About: Comcast

Description

I have been struggling with my upload speed for around 2 months now and Comcast refuses to spend the time to fix the issue. It has consistently been less than what I am paying for and I don't know what else to do. I like to stream videogames on Twitch as a second job and this has cost me some money. I have not been able to stream at all for about 2 months now. Comcast keeps sending technicians out here to say the same thing over and over. There is an issue, they just don't know what is causing it.

Ticket: # 1379264 - att high speed internet

Date: 1/4/2017 12:59:29 PM

City/State/Zip: Valencia, California 91355 Company Complaining About: AT&T

Description

I have has att high speed internet for several years. I first subscribe to a 24mbps, and then upgraded last month to 54mpbs. I have never had speeds over 12. I have disconnected every wireless device off the network except the computer and I get speeds under 12. My modem is capable of speeds to 300. When I connect my ipad it too gets speeds of 12.I have called Att numerous times to troubleshoot, and complain about issue. After phone troubleshooting I had an appointment on Dec 7 for repair. This appointment was confirmed by text from Att. Att cancelled the appointment that day, and told us to call, and reschedule. When I attempted to reschedule the att cancelled appointment the agent informed me there would be a \$99.00 fee. The appointment Att originally cancelled had no such fee. After many calls I was able to talk to a supervisor who rescheduled my appointment for Dec 30 between 1-4. I also received a text confirmation regarding this appointment. On Dec 30 I received a text informing me they might not make it by 4pm. Att failed to show up with explanation. I had been home all day. Earlier in December I had contacted Tabath in the retention department in the Arizona office. She offered a \$100.00 credit. I informed Tabath that I did not believe that was adequate considering years of not getting the high speed internet I have paid for, and cancelled appointments. Additionally the technical support department offered further credit, but were unable to do so as they said my account was frozen. Tabath said I would hear from Att within 10 days regarding my issue. I have never heard anything further from Att. My issue remains unresolved, and they have not rescheduled my cancelled, and no show appointments.

Ticket: # 1379740 - cox internet

Date: 1/4/2017 3:17:03 PM

City/State/Zip: Broussard, Louisiana 70518

Company Complaining About: Cox

Description

Description

I have had Cox internet for many years now and I have been paying the highest speed available and have been complaining for years about my service. I have had for the most part years of horrible customer service. I have had calls on the same day in many cases dropped and no one returns the call, therefore I have to completely explain my problem again and again to different people with non resolution for most of the time. The technicians for the most part have made the problems even worse. They have provided misinformation and have left my family in a bind several times. I have had to hire computer/internet experts to come to my home and spend \$100.00's of dollars if not thousands to get my internet working. I feel that Cox has taken advantage of the consumer to the point of monetary and emotional compensation owed to all its customers! They spend so much money on advertising their great services when in fact they provide second rate service and know that they are the only choice available therefore the consumer is taken advantage of! I will be switching services as soon as another company is offering service in my habitat.

Ticket: # 1379867 - Frontier Communications

Date: 1/4/2017 3:52:17 PM

City/State/Zip: Baytown, Texas 77520

Company Complaining About: Frontier Communications

Description

Frontier communications hooked up internet services at my home that has never worked. The installer left my home knowing that I had no internet speed. I called several times asking them to fix it. I had them disconnect it due to never having any internet service. I call in to discuss this bill that I keep getting from them which keeps getting higher and I never get to talk with anyone. The call gets put on hold. I never contracted with Frontier communications. Direct TV called and had the internet hooked up as a package deal. It is my opinion that I should not owe anything for services that I never received.

Ticket: # 1380156 - Slow or non functioning Internet

Date: 1/4/2017 5:28:35 PM

City/State/Zip: New York, New York 10024 Company Complaining About: Verizon

Description

Since August 2016 our Internet has either been out or not performing (speeds of .30 mbps and less when paying for 7.0 mbps. Dozens of calls and promises from Verizon and it is still not working. They are a monopoly who is totally not responsive to their customers.

Ticket: # 1380169 - deceptive business practices and false advertising re broadband services.

Date: 1/4/2017 5:32:37 PM

City/State/Zip: Poplar Bluff, Missouri 63901 Company Complaining About: Exede

Description

depending on usage with a cap on the low end of the speed. Immediately his service dropped below their promised minimum speed. Then he switched to a different plan that promised a consistent high speed with a much higher minimum speed. Within 3 hours his speed dropped well below the promised speed. A technician who examined the system couldn't solve the problem with his slower speed. Then a technician came out and could not solve the problem of why speeds were consistently lower than promised by the sales agents. Since he's not getting what he wants, he wants to leave the service, but the early end fee is exorbitant. Finally a sales person told him that he won't get the promised speeds if there is a lot congestion using the system. I would like to get out with no termination fee and some recompense for the bad service I've gotten so far. Mostly I want the service speeds I was promised.

Ticket: # 1380310 - TDS Telecom failure to meet SLA

Date: 1/4/2017 6:26:25 PM

City/State/Zip: Nineveh, New York 13813

Company Complaining About: Tds

Description

Description

TDS Telecom advertises a "Turbo" package in this area which promises a minimum speed of 8 Mbps and an upper bound of 15 Mbps. Subscribers of this service are regularly underserved during non-peak hours, but are completely without access during peak usage when the 1 Gbps switch is saturated by the subscriber base. TDS has acknowledged this capacity issue for over a year, but has failed to address it in any way. Not only is this a violation of their SLA, but it is also incongruous with their commitment to rural broadband access as part of the ARRA stimulus packages they received.

Previous FCC cases: (b) (6)

Ticket: # 1380506 - Hughesnet does not deliver advertised speeds

Date: 1/4/2017 8:16:00 PM

City/State/Zip: Midland, Texas 79707

Company Complaining About: Hughes Net

Description

Hughesnet advertises they deliver speeds from 2-5 mbps but I litreally watched it take a whole minute to download 6 mb. I experienced advertised speed the first month, but once outside of the 30 day no cancellation fee period, it slowed way down. I can no longer work from home, stream movies, or connect to my home security system. It's utterly pitiful, and hughesnet support speaks down to you and do not even attempt a reconnect to your modem. I am not satisfied withat my service and will pay their 300 dollar cancellation fee when I get my tax return just to get out of this contract. If a happy customer tells 4 people and an unsatisfied customer tells 12 people, you better believe I will make it my life's mission to let as many people know as possible the level of service hughesnet provides, which is pathetic.

Ticket: # 1380516 - Internet carrier speed fraud

Date: 1/4/2017 8:25:47 PM

City/State/Zip: Ridgecrest, California 93555

Company Complaining About: Frontier Communications

Description

I've been getting billed for "high speed internet service" and not receiving anything that resembles high speed data. My bill says I should be receiving 3Mbs downloads. They proceed to tell me "that 1Mbs is all that's available in my area." They tell me I'm receiving a 1Mbs package contrary to what my bill states. I have run several speed tests and it fluctuated from its lowest speed of 290Kbs to the highest of the many tests I ran of 820Kbs. 1Mbs is barely enough bandwidth to watch a podcast. My wife and I have become extremely frustrated through this company's continued inability to provide proper service. We didn't have this problem when Verizon had our account. I'm done with this company and want a total refund from the time they took over from Verizon.

Ticket: # 1380601 - Failure to provide service

Date: 1/4/2017 9:03:39 PM

City/State/Zip: Northampton, Massachusetts 01060

Company Complaining About: Comcast

Description

Description

Comcast Xfinity has failed to fix my connectivity issues. I have paid them over \$600 and have been denied the service i pay for. Technicians cite my modem as the issue and then tell me i am going to be charged to fix my equiptment but this is not the case. Internet connectivity issues persist despite change of modem, multiple calls to outside agencies, professionals, and comcast service techs.

Ticket: # 1380720 - service Date: 1/4/2017 10:11:53 PM

City/State/Zip: Crisfield, Maryland 21817 Company Complaining About: Verizon

Description

Description

Internet service is not good. You would benefit extending high speed service. I'm paying an outrageous price for mediocre service. Thinking about changing if Verizon can't accommodate.

Ticket: # 1380752 - Centurylink service

Date: 1/4/2017 10:50:24 PM

City/State/Zip: Benson, North Carolina 27504 Company Complaining About: Centurylink

Description

We have been Centry link customers for the last four years, and our church, where I work has been a customer of theirs even longer. So we pay a great amount of money for service that constantly cuts out and doesn't provide a reliable connection. I have no other options for service and they won't make the necessary improvements to bring a reliable connection to our address but yet we pay the full amount on time each month.

Ticket: # 1380826 - low speeds

Date: 1/5/2017 12:24:39 AM

City/State/Zip: Preston, Idaho 83263

Company Complaining About: Rise Broadband

Description

We are paying for 3 meg internet, but often the speeds are dropping below 1 meg. I have had 2 different, of their technicians, confirm it is Rise Broadband's equipment one of whom informed me the necessary replacement equipment was in a warehouse. When last I talked to them they told me there was nothing they could do. This has been an issue for some time. The last Technician I talked to gave me a message from his supervisor to just wait and the speeds would improve when traffic lowered.

Ticket: # 1380833 - Internet speeds slower by more than half of what I'm current

paying

Date: 1/5/2017 12:39:24 AM

City/State/Zip: Coram, New York 11727 Company Complaining About: Optimum

Description

I have optimum online 200 Mbps service and after numerous calls with tech support and multiple speed tests for the past week my connection has not exceeded 120 Mbps

Ticket: # 1380930 - Comcast Internet Speed Complaint

Date: 1/5/2017 8:32:04 AM

City/State/Zip: Orlando, Florida 32825 Company Complaining About: Comcast

Description

Fax Ticket Ready For Data Entry

Ticket: # 1382118 - Comcast Xfinity - Advertised Service vs. Actual Service

Date: 1/5/2017 4:31:33 PM

City/State/Zip: Nashville, Tennessee 37212 Company Complaining About: Comcast

Description

I have been stuck under the Comcast monopoly in the Nashville market for about 4 years now. Routinely I have had connection issues, slow speeds and terrible customer service and billing issues with this company. I've documented as much of it as I can. In the past 10 days we've had two "service outages" and when we aren't without service we are getting under 15mbps down internet when we pay for the advertised rate "up to 100mbps". I have tried numerous times in numerous ways to get resolution through the ISP. Today they offered to send a tech for \$70 to fix the problem (which started this time with one of their techs working on our neighbors account).

Ticket: # 1382527 - Slow speed

Date: 1/5/2017 7:01:56 PM

City/State/Zip: Boca Raton, Florida 33434 Company Complaining About: Broadstar

Description

They pay for the fastest Internet speed and have Internet speed that is slower than dial-up. It is frequent and there's never a resolution when you call the company for assistance.

Ticket: # 1382539 - Slow speeds

Date: 1/5/2017 7:07:03 PM

City/State/Zip: Manitou, Kentucky 42436

Company Complaining About: Verizon Wireless

Description

I was using Verizon's wireless internet for my home. Was not getting advertised speeds and after 4 months I was able to find another internet source (I live in a rural location). My internet bill for the last couple of months was over \$400 because of my small 30g data cap. They were charging me \$160 a month for 30g of 1mb internet because they knew I was extremely limited in internet options. I asked to have my bill prorated since I called to cancel about 2 days after the new billing cycle had started. They informed me they could not prorate the bill and made me stay activated for the whole billing cycle. I then asked for the 2 year contract cancellation fee of around \$300 to be waived. They refused and only after opening a ticket to have my speeds investigated did they agree to knock off like \$30. It should be against the law to charge so much and add an arbitrary data cap like 30g.

Ticket: # 1382719 - Mediacom Internet Service in Elburn, IL

Date: 1/5/2017 8:53:54 PM

City/State/Zip: Elburn, Illinois 60119

Company Complaining About: Mediacom

Description

Mediacom has been having such terrible connection issues in my area. But they do nothing to fix it. I try and call, but they're phone systems are always busy. I can never speak to a human. I pay for a 100Mbps service and have been routinely getting 5-6Mbps.

Better yet, there is no other equivilent service in my area, so Mediacom essentially has a monopoly on the internet service.

Something needs to be done.

Ticket: # 1382828 - Poor internet service

Date: 1/5/2017 10:30:10 PM

City/State/Zip: Montgomery, Texas 77356

Company Complaining About: Consolidated Communications

Description

Consolidated service in our area is poor at best, continuously drops connection and we are being charged for 6Mbs service but most of the time barely receive 2Mbs

Ticket: # 1382847 - U-verse overcharging, underdelivering

Date: 1/5/2017 10:47:11 PM

City/State/Zip: Chicago, Illinois 60611 Company Complaining About: AT&T

Description

We experience extremely slow internet but have no recourse as no other options are available in this area, except wireless providers. First contact with AT&T on Jun 8, 2016 – continued "troubleshooting" since. We pay for 12Mbps, which at&t claims is only minimum threshold of 6Mbps, but after recording tests every hour for months, we receive an average of 3.8Mbps and most often less than 2Mbps during times when we are home (the higher speeds are at early morning or work hours). We then upgraded to 18Mbps with a minimum of 12Mbps but have seen zero speed increase using both speedtest.net and dslreports.com for my speed tests. Speed tests routinely report a "quality" of "F". Additionally, the AT&T tool reports far faster speeds, even exceeding our paid-for rates, but when monitoring the actual traffic sent using the AT&T tool, I do not see the numbers reported by the tool itself – it appears to be vastly incorrectly reporting speeds. AT&T tends to make excuses and mention that "Actual customer speeds may vary and are not guaranteed".

Ticket: # 1382862 - spectrum internet speed scam

Date: 1/5/2017 11:02:23 PM

City/State/Zip: Austin, Texas 78730

Company Complaining About: Time Warner

Description

I had 300 mps with Time Warner. When Spectrum acquired, I am now getting 16 mps and paying the same! This is a total scam. I have been on hold and getting no where with the company. I can't even get my apps to download. I am paying for top tier service and I would be better off with dial up!!!!

Ticket: # 1382890 - Being billed for internet speed that is not ever met

Date: 1/5/2017 11:25:31 PM

City/State/Zip: Chicago, Illinois 60615 Company Complaining About: Comcast

Description

I am being billed by Comcast/Xfinity for 25mbps at \$84.95 a month, though routine speed tests show I am getting download speeds of .58 mbps and upload speeds that average about 1-3 mbps. At one point I was told on the phone I was being upgraded to "blast" at 75 mbps. As soon as my promotional period ended and my bill went up \$20, my speed got slower and slower. Comcast offers a 75mbps package to new customers for \$39.99, but charge longtime customers much higher rates without providing the advertised service. They are not at all delivering what they advertise and this is entirely bait and switch with absolute false advertising. I have made several complaints to Comcast with no resolution. Calling them often means being disconnected, having to call back, and not surprisingly, the new agent has no notes of the previous conversations and cannot provide accurate information. This is criminal behavior as they do not uphold their end of the contract.

Ticket: # 1382912 - False Advertising in Internet Speeds

Date: 1/5/2017 11:44:48 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

I purchased an internet plan from Comcast that was advertised to have a 25 Mb/s download rate. A speed test shows that my internet speed is 1/10 its advertised value (b) (6)

). Unacceptable!!!!!!

Ticket: # 1382929 - False advertising in internet speeds

Date: 1/6/2017 12:06:56 AM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

Ticket: # 1382980 - Internet speed

Date: 1/6/2017 1:11:00 AM

City/State/Zip: Modesto, California 95350 Company Complaining About: AT&T

Description

Currently a customer of AT&T uverse in Modesto, CA. Have had AT&T for a few years as my internet and tv provider, and have had to file a complaint before to the FCC. I am consistently getting below HALF of my promised internet speed, to the point of having to use my mobile 4g data to complete even basic search functions on google. Using Netflix and any form of online gaming is nearly impossible. Recently switched from an 18mb/s plan to a 24mb/a plan in hopes of speeding my internet up, to no avail. This is completely unacceptable, and I feel like I'm being lied to. The attached pictures were taken during non peak hours for my area, within 1 hour of a router and modem restart.

Ticket: # 1383003 - Charter/Spectrum

Date: 1/6/2017 2:22:15 AM

City/State/Zip: Bellbrook, Ohio 45305 Company Complaining About: Charter

Description

OK currently i have spectrum/Charter/TWC I've been with these guys for almost a year and not ever have a struggle like this. I currently have Phone/Internet/Cable I had 3 technicians here idk how much times i used the chat cause it was a lot i tried their leased modem still had a lot of ping tried 3 different modems models: Zoom 5341J, Surfboard Arris/Motorola SB6121 and the most popular Arris/Motorola SB6183 i have two routers an ASUS AC1900 and a netgear i tried using an Advanced Residential Amplifier and still no results. Im tired of them saying they are upgrading speeds when they where supposed o do that last September I pay for 50down and 5up before i had 62 and 6 good signals now im getting like 35 down 3 up or 53 down and 9987kbps up or 53 down and 1 up. and they need to get rid of the 300 mbps commercials until they actually have it down here .

Ticket: # 1383202 - Internet Speed

Date: 1/6/2017 11:10:21 AM

City/State/Zip: Tucson, Alaska 85741

Company Complaining About: Centurylink

Description

I signed up for 20 speed and I'm lucky if I get 12 (my prior speed). I have contacted CenturyLink many times, talked to many techs. Last time I filed a complaint, they started providing 20 speed for a few days. Then it reverts back to 12.

Ticket: # 1383774 - internet service

Date: 1/6/2017 2:41:47 PM

City/State/Zip: Sandpoint, Idaho 83864

Company Complaining About: Frontier Communications

Description

Description

The download speed of Frontier's DSL service at my home is .90 Mbps and the upload speed is .66 Mbps. Numerous complaints to Frontier have resulted in absolutely NO action on the part of Frontier to try and rectify the problem.

Ticket: # 1383791 - Poor Service preventing use of life support devices

Date: 1/6/2017 2:47:47 PM

City/State/Zip: Murhpy, North Carolina 28906

Company Complaining About: Frontier Communications

Description

I have developed a severe hearing problem. My DSL internet service package from Frontier Communications is 1.5Mbps download speed. This speed is sufficient to enable my use of a life support device provided by the FCC to display captions from phone calls. However, since Frontier cannot provide the level of service for which I am paying (and they are advertising), the device cannot be used and was removed from my home. This is unacceptable! I need this device, and the only thing preventing me from using it is Frontier's continued lack of service in this area (numerous complaints have been filed in this area for Frontier's lack of providing advertised - and paid for - service levels). After taking over from Verizon more than 6 years ago, and promising vastly improved internet, the internet service in this area has steadily and rapidly declined. Any complaints to Frontier are answered with excuses, such as being in a "high-demand" area. And Frontier has stated they have no plans to upgrade this area in the near future. If Frontier is incapable of providing service to support such simple things as captioning for phone calls, they should be forced to relinquish these assets to someone who can. Their ineptness has a direct impact on my quality of life and life support services in this area.

Ticket: # 1383826 - Bandwidth not as advertised, did not sign up for data cap

Date: 1/6/2017 2:58:54 PM

City/State/Zip: Westfield, Indiana 46074 Company Complaining About: Comcast

Description

I pay for 105 Mbps monthly service from Comcast Xfinity. Comcast has manipulated the service to limit me to less than 5 Mbps over a month without my consent and has automatically billed me for using the 105 Mbps monthly service beyond the 5 Mbps cap. Comcast refused to lift the cap unless I pay an additional \$50 a month.

Ticket: # 1383931 - ATT DSL actual vs contracted

Date: 1/6/2017 3:32:50 PM

City/State/Zip: Burleson, Texas 76028 Company Complaining About: AT&T

Description

AT&T DSL has produced an avg download rate over the past 6 months of 1.2 Mbps of the 3.0 Mbps Contracted download rate. This in the bottom 8% of the national ranking. (speedtest.net). I am receiving 40% of the contracted rate. I believe this is false advertising of services.

Ticket: # 1383962 - Failure of Cox to make appointed time for repairs.

Date: 1/6/2017 3:39:17 PM

City/State/Zip: Fairfax, Virginia 22031 Company Complaining About: Cox

Description

On Wed, 1/4/17, I contacted Cox regarding poor internet service. I was asked by the person on the phone if I had an extra coax cable that I could swap them out he would call me back in 30 minutes... He never called me back.

On 1/5/17, I contacted Cox and was given an appointment for 1/6 between 8:00-10:00. I received an email confirmation. On 1/6 I waited at home until 10:30, then called COX. I was informed that the tech had tried to call before coming over, but since I he did not reach me, my appointment was cancelled. I was told they could not assure me that someone would be able to come by today. I asked for a supervisor and he told me the same thing. I asked to speak to the next level supervisor and was told that they could not forward my call, and that a supervisor would call me back. Three hours later, I called COX to see why my call had not been returned and was told I was on the schedule for Saturday 1/7 between 8:00-10:00. No on had asked me if I was available on Saturday, and as it turns out, I am not. This time I asked to remain on hold until I reached the second level supervisor. This person told me that COX had attempted to call me twice and got no answer. I find this curious, because I had received other calls during the time without an issue. I also had no voice mail or text messages from COX. The second level supervisor called me while I was with him and was able to reach my phone as well, so there it seems difficult to believe that COX actually tried to call. The second level supervisor again told me they could not add me to the schedule and that I would have to wait for a cancellation or schedule another day. I find it impossible to believe that they can not send a technician to my house, if they wanted to. They simply did not want to add me to the schedule and possibly pay overtime. The email they sent says nothing about them cancelling the appointment if I don't answer the call. I have retained the email as proof. I believe that COX has a process that is contrary to their agreement to provide the service that I pay for. Since COX did not seem to be responsive to me as a custsomer, I am writing to see if they will respond to you as the regulator. Regards,

Ticket: # 1383993 - Im not getting the speed that I pay for

Date: 1/6/2017 3:44:25 PM

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: AT&T

Description

I pay At&t a lot of money for 25mbs down and 2 up. The last few months I've only been get 15mbs-20mbs.

Ticket: # 1384381 - internet speed

Date: 1/6/2017 5:53:46 PM

City/State/Zip: Bradenton, Florida 34209

Company Complaining About: Frontier Communications

Description

i am paying for 150/150 but frontier is only giving me 150/2.

i had 3 tech come out and tell me that this is a know issue from the office that server my area. i got a letter from frontier on december 14 2016 saying all was fix and taken care of and the probelms are not fixed yet. i have call them back and get sent to tech support were i sat on hold for 5 hous then was told they need to send tech out to my house to fix this. i call my last tech that came and spoke with him and he manger who all said it not in my house its in there office and that it has not bed fixed yet. i called melanie williams frontier senior vice president & gm florida who tells me that she can do nothing about this that it tech support she has to send me to. i told her i was not going to sit on the phone with them again as this is a issue that her tech that cover my area know about and nothing has been done from 12/14/16 to know. i also asked for a creidt for the time i have not had what i was paying for and was told i have reach the max credits they can give. but i been have problems with them from the time the took over and still can not get my servers woking right.

Ticket: # 1384531 - selling service not actually available, then raising prices when

available, put on hold for more than an hour

Date: 1/6/2017 7:05:23 PM

City/State/Zip: Macon, Georgia 31210 Company Complaining About: AT&T

Description

They are internet speeds that are not actually available, and then once they get the area up to speed they increase the monthly price dramatically. They put you on hold, transfer you from one department to the other. It is quite standard to be on hold for more than an hour when calling them. And if the representative is concerned that you will give them a bad review, they will disconnect you. I own AT&T stock and have done business with them over 30 years, but I am getting ready to make changes. The way they run their business is criminal.

Ticket: # 1384560 - Comcast

Date: 1/6/2017 7:19:13 PM

City/State/Zip: Colorado Springs, Colorado 80916

Company Complaining About: Comcast

Description

Comcast has choked my internet speed to 40% of what I'm paying for.

I have had this issue with them for over 3 months, they are charging me full price for a service I'm not getting 1

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Ticket: # 1384667 - Internet Speeds sucks!!!

Date: 1/6/2017 8:35:27 PM

City/State/Zip: Good Hope, Georgia 30641

Company Complaining About: Windstream Communications

Description

Hello I have windstream and I believe my speeds are being slowed down compared to what I am paying for and suppose to be receiving.

Ticket: # 1384770 - Comcast Internet Complaint

Date: 1/6/2017 10:28:49 PM

City/State/Zip: Mount Laurel, New Jersey 08054

Company Complaining About: Comcast

Description

Comcast promised an Internet package offering 100 mbps Internet speed. We were only getting around 30 mpbs and when we called to complain Comcast tried to charge us additional money to actually get the speed promised in the package. Also, 5 different representatives have us 5 different answers as to what our speed should actually be and what would fix the issue. Several reps tried to sell us add-ons and higher cost packages saying that if we paid more then we could get what we were actually supposed to be getting. When we asked about getting out of the package since we are not getting the service promised we were told we'd need to pay 10 dollars per month left on the contract. These business practices are unfair and unethical.

Ticket: # 1384808 - ISP does not meet contract

Date: 1/6/2017 11:08:56 PM

City/State/Zip: Dover, Pennsylvania 17315 Company Complaining About: Comcast

Description

I am paying for xfinity's blast internet which states i am suppose to get speeds up to 200mbps. Over the past three years I have only received around 70mbps.

Ticket: # 1384858 - Poor Service and Speed

Date: 1/7/2017 12:41:12 AM

City/State/Zip: Cumming, Georgia 30041 Company Complaining About: Direcpath

Description

Description

I have contacted DirecPath numerous times to report issues with my service. I consistently experience issues in the evening hours with not receiving the speed that I pay for. I pay for 10 Mbps downstream and 1 Mbps upstream. In the evenings I sometimes do not receive over 1 Mbps downstream when I review my logs. In addition, I experience consistent drops of service all together as if someone just unplugged my cable for a couple of minutes. This prevents me from doing simple things like working from home when I lose connection back to my office. I have contacted them numerous times and each time results in sending a technician to my residence that requires me to take a day off of work to be available. Each time the technicians have openly admitted to me that my issue is saturation with the connection coming into the property.

Ticket: # 1384941 - Comcast

Date: 1/7/2017 4:06:18 AM

City/State/Zip: Vancouver, Washington 98661 Company Complaining About: Comcast

Description

I have been paying Comcast \$90 a month since march and they promised me free HBO for 12 months and I got nothing. I had to call them and a lady had to auto renew the free 3 months until my year was up. Then I'm paying all this money for 150 mbps of speed and all I've been getting is 20 mbps. When you call this greedy company it's just excuse after excuse. I've had it because this feels like a monopoly since no one else can compete with them they treat their customers like trash.

Ticket: # 1384960 - Internet losses signal

Date: 1/7/2017 5:09:47 AM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Comcast

Description



97 penacook nh

Ticket: # 1385077 - Internet speed from Comcast 1/20 of promise...

Date: 1/7/2017 12:40:18 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

I was sold a 75MBPS connection by Comcast and it did work at that speed only for a week. After that there were non-stop slow downs and outages. Whenever I call or chat, they will give a small refind like \$3. Someone needs to bell this cheating Comcast monster.

Ticket: # 1385149 - AT&T uverse internet speeds

Date: 1/7/2017 1:30:24 PM

City/State/Zip: Dunwoody, Georgia 30360 Company Complaining About: AT&T

Description

I don't often or really ever take to Social to rant but i've reached a tipping point with AT&T. Over the past 6-8 months I've called them 9-10 times with no clear explanation... my speed test shows at best 1-2 mbps download but usually .3 to .5 mbps... I pay for "up to" 18mbps... I don't care if its 6 or 7 but .5 is ridiculous.... I can't even run pandora or a web-ex without it lagging out. These guys are robbing people with false advertisement and internet throttling... please help.

Ticket: # 1385157 - refusal of service

Date: 1/7/2017 1:40:15 PM

City/State/Zip: Coats, North Carolina 27521 Company Complaining About: Centurylink

Description

I will continue to file this complaint until Centurylink treats me as a customer, and not just an automatic recurring payment for subpar service. I can only get .7MBPS (That's less than 1)internet speed where I live. My next door neighbor gets 8MBPS. I'm too far away according to Centurylink. Does this make any sense to anyone? Over the past 4 years, I've had 4 separate Centurylink technicians come to my home to verify. They have all told me that they could easily get the higher speed to my home, they would only need for Centurylink to allow them 2 hours to reroute the lines from another location. I very recently found out that they did this for my next door neighbor, who lives right beside me. This is unconscionable. To refuse to help a longtime customer, knowing that they have no other options, is the very worst thing that a company can do when they could so easily do it.

Ticket: # 1385293 - Slow Frontier internet

Date: 1/7/2017 3:16:02 PM

City/State/Zip: Romney, West Virginia 26757

Company Complaining About: Frontier Communications

Description

Description

I have been paying for high speed internet for years and my speed is so slow that at times I can't even do a speed check on it. It averages around 0.1 MPS. Yes, that's correct, 1/10 MPS. Totally ridiculous. I've complained in the past and it does no good. Frontier was supposed to come out and check it this past Thursday and they didn't show up. My wife canceled a Doctors appointment for that day. They didn't even have the courtesy to call.

Ticket: # 1385446 - Internet charges vs. Service

Date: 1/7/2017 6:05:02 PM

City/State/Zip: Dublin, California 94568 Company Complaining About: Comcast

Description

HI,

I have been paying Comcast for Internet Services. The program package is known as "Performance 25" with a 'speed enhancer' under the Xfinity brand. The basic service is to provide 25mbps Download and 5mbps Upload speeds. The speed enhancer is to provide download speeds beyond 25mbps.

The comcast service is only providing <5mbps of download speed. The customer care and loyalty teams have been ardently difficult in providing their support. I am concerned that I have been paying for services that Comcast does not want to deliver. And, feel that a 'bait and switch' technique is being applied.

The Loyalty team contact is Nick (ID #58A).

Ticket: # 1385511 - 1/3 the speed I pay for

Date: 1/7/2017 8:04:04 PM

City/State/Zip: Fort Worth, Texas 76177 Company Complaining About: AT&T

Description

I recently "upgraded" my service from 25 Mbps to 100 Mbps for an increased fee. With the 25 Mbps modem my speeds were steady at 24-26 Mbps. With the new 100 Mbps modem they peak at about 33 Mbps but are normally closer to 20 Mbps. I'm paying more for less service.

Ticket: # 1385566 - Slow internet speed

Date: 1/7/2017 9:43:13 PM

City/State/Zip: Cary, North Carolina 27519 Company Complaining About: AT&T

Description

I have had internet provider switched from TimeWarner to AT&T because AT&T claimed its U-verse to reach speed up to 1 Gbps.

It had taken AT&T 3 service trips to have internet installed. Each time, we had to take time off to wait for its service techs.

Then, speed was low. Most of time were about 0.05 Gbps. So we called and the 4th time, we had to take time off to wait for its service techs. Again, the tech was so incompetent just like as before.

Now we have AT&T U-verse internet which claims to have speed up to 1 Gbps and we have speed only up to 0.1 Gbps and many times only to 0.02 Gbps.

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Ticket: # 1385670 - Internet Speed

Date: 1/8/2017 12:54:50 AM

City/State/Zip: Philadelphia, Pennsylvania 19134

Company Complaining About: Comcast

Description

Description

Our internet speed is lower than what we pay for.

Ticket: # 1385676 - unhelpful and combative customer service agent

Date: 1/8/2017 1:00:46 AM

City/State/Zip: Alameda, California 94502 Company Complaining About: AT&T

Description

Description

I was told that I would have over 20Mbps down by sales rep. Install techs told me 18Mbps, I have experienced less than 1Mbps on two occasions and have had two service technicians on site (both nice and helpful) but not able to solve the problem. (The last tech said that I would need to install twisted pair line in the house) and have been downgraded to 12Mbps and only if I use ethernet (after I was told by sales rep that I would have over 20Mbps with wifi -- which I had with Comcast).

I called tonight for help with TV service (I was told I was getting 4K content but when selecting 4K content am told on screen that 4K is not available at this location). ART agent gave me a phone number for Directv (I get tv from Directv dish and internet from ATT but both sold to me by ATT), but did not offer to transfer me. She asked me how my internet service was and when I told her that I was not getting the bandwidth I paid for, she told me that I had too many devices (24) I do not have 24 devices connected to my wifi network. She told me that even when idle, my devices would use over 12Mbps of bandwidth and that my service was fine. I told her that I had better service when I was with Comcast and that it was not sure that unused devices would use that much bandwidth and that she was wrong. She kept talking over me and when I said I wanted to be escalated to a manager, she said no. When I said that I would file and FCC complaint she told me to talk to a lawyer and hung up.

Ticket: # 1385688 - slow internet

Date: 1/8/2017 1:28:33 AM

City/State/Zip: Absecon, New Jersey 08201 Company Complaining About: Comcast

Description

I spent over four hours last night trying to get a game to download. At 1:45 PM the game was at 53% loaded. As of 12:22 AM it is still trying to load. Comcast brags what great internet speed they have. They raised the prices so they can offer better internet performance.

Ticket: # 1385816 - Comcast

Date: 1/8/2017 12:06:44 PM

City/State/Zip: Attleboro, Massachusetts 02703

Company Complaining About: Comcast

Description

Comcast claims to be the fastest internet provider however it took this page 10 minutes to load

Ticket: # 1385834 - very slow internet speed.

Date: 1/8/2017 12:28:54 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

I previously filed a complaint with the FCC concerning Frontier Communications service. In Frontier's response they state the area I am located is a 'high internet usage area' . I live in a rural area, how can that be a high usage area? I was in communication with one of Frontier's technicians and was told the problem in this area is the Tri Mills remote substation. They stated the sub station is not large enough for usage in the area. Yet right across from this substation is the Benton Foundry with really fast internet service. I live one mile from there. Also in Frontier's letter is state I am paying the lowest rate available. \$19.99 That amount previously was 49.99, the present amount was a special or promotional amount with my term from 1/26/15 to 1/25/18. Also, Frontier states it is not a monopoly, if there are no other choices in an area, is that not a monopoly? Sorry I was so long winded.

Ticket: # 1385882 - ISP says up to 10 mbps, that speed is dropped to 5 mbps after a minute of 10 mbps use

Date: 1/8/2017 1:59:57 PM

City/State/Zip: Orange City, Iowa 51041-7506

Company Complaining About: Community Internet Service

Description

I've been with Community Internet Service for a few months now and noticed that I consistently get half of the performance (5 mbps) I should (10 mbps) from my ISP when downloading for over a minute. I first emailed my ISP asking what this was about and received no response. I later called and after a lengthy conversation, he said it is Quality of Service (QoS) to blame. I can confirm it is not QoS on my end because all QoS settings were disabled at the time of this conversation. It has to be QoS on their end. During the conversation, he saw that I was getting 5 mbps. I paused the download that was running. After a while, I reenabled the download again and it started downloading at 10 mbps again verifying that there is nothing wrong with the link. While still on the phone with him (approximately a minute later), the download again dropped to 5 mbps. At this point he asked if I wanted to cancel service with them. I said "not at this time." I live in rural so my only other option is Frontier and the phone lines can only handle 3 mbps so even with the speed degraded to 5 mbps, it is still faster than the alternative. That said, I was paying about \$20/mo for 3mbps and I'm paying \$58/mo for what is effectively 5 mbps. \$58/mo is acceptable for 10mbps, not really for 5 mbps.

Ticket: # 1385891 - internet service

Date: 1/8/2017 2:22:56 PM

City/State/Zip: Alma, Nebraska 68920

Company Complaining About: Frontier Communications

Description

we are supposed to be getting between 10 and 12 meg internet but we are not able to stream movies saying not good enough signal. we have contacted Frontier our isp several times to correct problem.

Ticket: # 1385936 - Internet

Date: 1/8/2017 3:40:10 PM

City/State/Zip: Lares, Puerto Rico 00669 Company Complaining About: Claro

Description

This company told me that the speed of the internet was 3gb and they only guaranty to me only 2.5,but I have to pay for the all of the 3gb,Told them that I want to cancel it and they told me that I have to pay an penalty,they didn't make an contract and even. my signature. Not spear on no paper.They told me that they were going to send a technician to veryfi want happens with the speed and they make me a call,i still wayting for that call,i paid for the first month.I don't want to stay with that company.

Ticket: # 1386034 - low internet speeds

Date: 1/8/2017 6:32:51 PM

City/State/Zip: Atoka, Tennessee 38004 Company Complaining About: Ritter

Description

This complaint is against Ritter Communications in the Atoka, TN area. (Millington, TN) I have it documented with their tech staff that I have only been getting 25 to 50% of the internet speed I pay for, for the last 2 months. (its been longer than that but the last 2 months were reported) The tech said it is a "known" issue and they are working on it. I called Customer Service to see about getting a refund on my last 2 month's bills. I was told they can only give a one time \$20 credit. That was all. After complaining to them about that's not fair to the customers, the customer service rep asked me how much of a discount do I think I should receive. I told her since I was only getting 25 to 50% of what I pay for then I should get 25 to 50% off. Of course this was rejected. I asked to speak to a supervisor...none was available. I asked to have a supervisor return my call...that was a few days ago & no callback. Any help? Thanks in advance.

Ticket: # 1386062 - Comcast speed not as advertised

Date: 1/8/2017 7:21:03 PM

City/State/Zip: Woodridge, Illinois 60517 Company Complaining About: Comcast

Description

Again speeds not making 75 Mbps. I get under 20 Mbps on their equipment and they have had techs in fixing this. 4 days repeated low speeds. They are charging me for their problems. Everything is fine according to their techs inside my house. They've reported downed nodes in neighborhood and they charge me for their network issues coming to my home.

This is robbery. If FCC can't help I'm starting class action. I've contacted 50+ people in the neighborhood and they are having same complaints.

Comcast will not credit for services not provided. Their data collection is apples to oranges. They tell you monthly usage and service cut off which has no relation to speeds advertised and sold to our community.

Also they told me they'd compensate me by giving me free tv.....but they are charging me for this now also. Ridiculous!!!

Ticket: # 1386146 - Windstream Internet

Date: 1/8/2017 10:05:26 PM

City/State/Zip: Olive Hill, Kentucky 41164

Company Complaining About: Windstream Communications

Description

I am so sick of Windstream internet. Our internet service with them is so slow and unreliable. I seriously do believe that dial-up internet was faster. When I contact them it is always the same run around and nothing ever gets accomplished. They are ripping their customers off. Apparently this is a wide-spread problem throughout the United States where Windstream is the provider. When will anything ever been done for us the consumer. What a shame.

Ticket: # 1386185 - Internet Speed infringement

Date: 1/8/2017 11:27:00 PM

City/State/Zip: Hendersonville, North Carolina 28739

Company Complaining About: Morris Broadband Hendersonville

Description

I have never been as frustrated with a company in my life as I am right now with Morris Broadband. For years now they have conned citinsens of Hendersonville North Carolina into buying into their monopoly, then failing to meet the standards they promise. After fighting with them for almost two years now trying to resolve our issues, I think this is something that has to be done. For two years we have payed for 10mbs download speed internet, and regularly received a fourth of that, and even less. Not only do they not seem to care about this issue, they regularly send out clueless technicians who always magically "find" the problem. The real concern of mine is that when I move out, and my parents no longer have me to take care of all their electronic concerns, that they will continue to be scammed by this company. Many people in our area are older, and simply do not understand that what they are paying for is not being delivered. I have Speedtest, from when our internet actually works, and also I'm sure Morris Broadband has a file of my customer support tickets that shows just how long I have been fighting this. If that does not convince you take a look at the 77 negative one star reviews for Morris Broadband of Hendersonville. There is a very strong case here and I just wish someone with some legal pull would help us do something about it.

Ticket: # 1386214 - Internet throttling

Date: 1/9/2017 12:40:25 AM

City/State/Zip: Flushing, New York 11355 Company Complaining About: Verizon

Description

I pay for 50/50 and I'm getting 1.62Mbps upload speed and 15Mbps download speed. This is ridiculous as it isn't even a QUARTER of what I paid for.

Ticket: # 1386218 - Verizon Fios

Date: 1/9/2017 12:43:07 AM

City/State/Zip: Bayonne, New Jersey 07002 Company Complaining About: Verizon Wireless

Description

I have been contacting Verizon for several weeks about this issue. When I bought their Fios Triple Play service, the sold 50mbps download speed. For the last 3 weeks, around 10pm the speed drops to .50 Mbps to .75 Mbps which does not comply with what i was sold on. Every time I call the bounce me around and the last thing they did was to tell me that it was the modem for which they sent me a new one and it shows the same download speeds.

Ticket: # 1386553 - cramming and slowing down my internet connection

Date: 1/9/2017 11:36:26 AM

City/State/Zip: Bath, Maine 04530

Company Complaining About: Fairpoint

Description

I pay for service and they keep putting things on my my bill. I put in a complaint that they were slowing down my internet service and that it wasn't in my home it was in the switching office. And they still sent out a tech. i told them i didn't have the money to pay the bill so if they sent someone out i would not pay for it. That it would be a phony charge but they still charged me even though a tech didn't come into my home. and they said there would be no charge if he didn't come into my home. And they keep throttling my connection all the time checking at the connection out side i have never had the advertised speeds and sometimes they even slow the connection down below 1 on the connection speed. When it is suppose to be 3 on the connection speed

Ticket: # 1386980 - Frontier Internet download speed and service

Date: 1/9/2017 1:59:39 PM

City/State/Zip: Benld, Illinois 62009

Company Complaining About: Frontier Communications

Description

The download speed of the Frontier Internet service is so slow, I can't even test its speed sometimes on their own site. I am paying for 6+ megabits / sec, and getting 0.37 sometimes. The best I've seen is 5+. I've had service at my site several times, whiched seemed to help for a short time. I've called in several times, and nothing is getting done. They've given me a credit recently, but I really need better speed.

Ticket: # 1387019 - Slow DSL speed- Not what pay for or as advertised

Date: 1/9/2017 2:12:13 PM

City/State/Zip: Elko, Nevada 89801

Company Complaining About: Frontier Communications

Description

I am currently paying for a DSL speed of 10-12mbps. I've tried several attempts over the phone with Frontier Communications on why I only receive 3.4mbps at best. I have conducted several speed tests, as well as with Frontier on the phone, and they have made no attempt to correct the issue.

Ticket: # 1387509 - Unreliable Internet and Slower than Advertised Speed

Date: 1/9/2017 4:41:44 PM

City/State/Zip: Cazenvoia, New York 13035

Company Complaining About: Frontier Communications

Description

I am getting much slower than advertised speeds for my internet connection. It currently ranges anywhere from .38 Mbps to 2.2 Mbps. I have called on this issue 2 - 3 dozen times over the past 3 years with little to no changes. I have even reached out to the area General Manager to see if I can get my territory released to another service provider that is on my property (I am the last house on the line for 2 communications providers), but that also did nothing. With the new FCC requirements for broadband, I am hoping that something can be done to help improve speeds.

Ticket: # 1387632 - Loss Of Income Due to Slow Internet Speeds and Comcast can't fix it!

Date: 1/9/2017 5:31:59 PM

City/State/Zip: Plantation, Florida 33322 Company Complaining About: Comcast

Description

We have had on and off issues with our internet since June of 2016. They send a technician out, things seem to improve for about 6-8 weeks and then the speed is very slow again. Last week, another technician came out and we are still having bandwidth and speed problems. They can't fix it and since I work from home and stream live video, I have been unable to work. I have lost money due to this ongoing situation. We are paying \$200 per month to Comcast are are supposed to get an upload speed of 10 and down speed of 105. The download speed is fine but it's the upload speed that is major problem and effects my income. Upload speeds are as low as 1.5 at times. We are not getting what we pay for and while that's upsetting, the fact that I can't work is what is unacceptable! We had no problems for almost a year when we moved in and they have replaced all of our equipment twice in the last few months. I want them to fix this issue once and for all so I am able to maintain and income and don't have to move!

Ticket: # 1387987 - Comcast will no independly verify speeds

Date: 1/9/2017 8:19:08 PM

City/State/Zip: Stafford, Texas 77477 Company Complaining About: Comcast

Description

I am currently paying for this package.

My service details

PERFORMANCE 25 INTERNET \$49.99

Speed Increase \$20.00 Wireless Gateway \$10.00

Total monthly service fees: \$79.99/mo

I was only getting a 29.35Mbps return through the 3rd party verification when the test came back after comcast support help it was 73.61 on the independent verification, when I ran the comcast tool it was 230 this presents 2 problems either on the books are cooked on the comcast server side application or Comcast is violating net neutrality and adjusting bandwidth to the sites they see fit ie their own verification.

Ticket: # 1388037 - Bandwidth Problems

Date: 1/9/2017 8:59:44 PM

City/State/Zip: Cincinnati, Ohio 45247

Company Complaining About: Cincinnati Bell

Description

I pay for 100 megabit service. Tonight 1/9/17 I am receiving no more than 5 megabits per second. I called Cincinnati bell technical support. They asked me to restart my "Modem". I do not have a modem as I have fiber service into my residence. I restarted the ONT, router, and my pc with no resolution. Pc is of course hardwired into router, router to ONT. Cincinnati Bell technical support can only recommend I go to their location to get their router. No actual troubleshooting, no "I see that there are errors on your ONT". Every time I have a problem and call technical support I never get any help. The only time I have ever been able to get anything resolved is with a complaint here. Very Sad.

Ticket: # 1388168 - Frontier does not provide speeds that are advertised for their 6 Mbps DSL plan.

Date: 1/9/2017 10:49:15 PM

City/State/Zip: Greencastle, Indiana 46135

Company Complaining About: Frontier Communications

Description

On Frontier, we are paying for a 6 Mbps plan, but we get half of those speeds and sometimes less. Pings are consistently over 100 milliseconds with some down-spikes down to 40 milliseconds, and will often times reach 300 or 400 milliseconds. I have contacted customer service, who sent out a technician to replace the router, but after more testing, the situation has not improved.

Here is a link to the speed tests I have run before the upgrade:

(b) (6)

And after the upgrade: (b) (6)

I have also attached CSV's, averages, and maxes for the documented speeds as well as the phone call with customer service (which I asked and was granted consent to record) and their DSL "broadband" offerings.

Ticket: # 1388192 - internet scam

Date: 1/9/2017 11:22:17 PM

City/State/Zip: Hendersonville, North Carolina 28739

Company Complaining About: Mediacom

Description

(b) (6)

Ticket: # 1388218 - slow internet by provider

Date: 1/10/2017 12:14:04 AM

City/State/Zip: Cohoes, New York 12047 Company Complaining About: Time Warner

Description

It started November 23 when I canceled my TV service they did not want to do it but I did. time warner at the time got angry and started slowing down my internet speed I have medical issues so I am at home all the time. I use my free time to play games on my xbox one that is what the issue is with. Spectrum as it known now sent a man to replace the modem he tried to tell me the speed is the fault of Microsoft servers I know the tech was lying I myself have worked with computors and repaired them for twenty years so any thing he said was taken with a grain of salt. He must of been afraid of me because the next day they sent two other techs to try and persuade me to change my mind I would not hear them. They were very intimidateing standing in my apartment they made me fearful for my life.

Ticket: # 1388245 - 50% less than actual.

Date: 1/10/2017 12:36:15 AM

City/State/Zip: Atlantic City, New Jersey 08401 Company Complaining About: Comcast

Description

For many months and recently, I have had problem with my internet speed. So I decided to call Comcast customer service on 1/9/2017 around 10 P.M. In response to my problem, they told me that if the device is not connected via wired then it may give you 50% less speed than what I'm paying for. Even more, the agent suggested me that, "it goes same with rent modem by Comcast." As you can see, according to their polices and ways of providing internet, consumer will always get less speed unless device is connected via wire. In this age, not all devices have Ethernet port (smartphone?). As far as their term and conditions, I'm still reviewing it.

To sum up all, I'm paying for 100 mbps and I receive - on average of 40-50 mbps on two month biases. I am hoping someone from FCC will reach out to me or give me some advice to bring these issue forward.

Ticket: # 1388269 - throttling internet

Date: 1/10/2017 1:06:27 AM

City/State/Zip: Worcester, Massachusetts 01606

Company Complaining About: Directv

Description

My family and I have been experiencing slowed down internet that makes playing online video games, Netflix, hulu, YouTube, spotify, ect... impossible for us. we have let our ISP aware of the situation and they have sent us new equipment but that has not seem to have help any at all. other than offering to send us replacement equipment they have done very little to address the situation. I find it unfair that they would continue to charge us for speeds we don't get making other services we also pay for unusable.

Ticket: # 1388281 - Deceptive Marketing and Illegal Billing

Date: 1/10/2017 1:41:16 AM

City/State/Zip: Dallas, Texas 75206 Company Complaining About: AT&T

Description

I recently subscribed to ATT's new GigaFiber internet. I am paying for the 100Mbps option, and it has been nothing but a waste of my time since it was installed, yet I am required to pay for a product that does not perform. It has consistently underperformed, typically in the 20 - 30Mbp range. I have repeatedly told ATT that the product is not working, and have scheduled times for them to come out and look at the service. They are typically available only during business hours 9am - 5pm M-F or on Saturdays. I work 7 days a week and do not have time to repeatedly take off time from work for their failure to perform. Yet, I am obligated to pay full price for this service, and have spent hours trying to negotiate a refund, which they granted a one-time \$25 refund.

Ticket: # 1388295 - AT&T GoPhone User

Date: 1/10/2017 2:33:37 AM

City/State/Zip: Seattle, Washington 98121 Company Complaining About: AT&T

Description

I would like to know when AT&T will consider letting their GoPhone user to use the extended service, such as WiFi calling (only available to postpaid customer) or MicroCell, even it costs extra \$350 to get MicroCell but still only can be activated by postpaid customer. I don't get good signal at home, and to be honest, the biggest mistake I ever made in my life is to port my number from T-Mobile to AT&T

Ticket: # 1388297 - Slow internet

Date: 1/10/2017 2:53:14 AM

City/State/Zip: Billings, Montana 59102 Company Complaining About: Charter

Description

I am signed up for a 60 Mbps plan with Spectrum charter in Billings Montana. My internet speed has been terribly slow in the evenings. Tonight it was under 5.

Ticket: # 1388304 - Service Date: 1/10/2017 3:47:50 AM

City/State/Zip: Toney, Alabama 35773 Company Complaining About: Mediacom

Description

Cant get ahold of medacom ever, i pay for fast speed, ripped off! Cant watch movies we buy, nonstop buffering, outages etc!

Ticket: # 1388374 - AT&T Internet Complaint

Date: 1/10/2017 9:13:53 AM

City/State/Zip: Anderson, California 96007 Company Complaining About: AT&T

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1388393 - Internet Speed Issue with CenturyLink

Date: 1/10/2017 9:19:02 AM

City/State/Zip: Phoenix, Arizona 85068 Company Complaining About: Centurylink

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1388396 - Speed Issue with Zito Communications

Date: 1/10/2017 9:19:39 AM

City/State/Zip: Milford, Nebraska 68405

Company Complaining About: Zito Communications

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1388474 - Slow speeds

Date: 1/10/2017 10:01:21 AM

City/State/Zip: Billings, Montana 59101 Company Complaining About: Charter

Description

With Charter communications in Billings, Montana, any time after approximately 5pm up to 10pm or later, download speeds are laggy, somewhere in the 4 or 5 Mbps range. My Charter issued Docsis 3.0 modem and Netgear Router have been powercycled, and no changed occurs. Charter's .bin file does not allow me to view my signal levels or any other information about my modem, so I am unable to tell if my signals are in range or not. I am not interested in a callback not during these times, as the traffic congestion does not occur until after 5.

Ticket: # 1389146 - ATT DSL internet service

Date: 1/10/2017 2:10:24 PM

City/State/Zip: Evansville, Indiana 47712 Company Complaining About: AT&T

Description

We have been using ATT DSL internet service for 8 years. They claim to provide 2.25 mbps. When running a speed test they only provide .62 up to 1.26 at best. The speed depends on how many people in our neighborhood are using the service.

Ticket: # 1389180 - ATT DSL internet service

Date: 1/10/2017 2:22:29 PM

City/State/Zip: Evansville, Indiana 47712 Company Complaining About: AT&T

Description

We have been using ATT DSL internet service for 8 years. They claim to provide 2.25 mbps. When running a speed test they only provide .62 up to 1.26 at best. The speed depends on how many people in our neighborhood are using the service

Ticket: # 1389319 - Comcast broke my modem

Date: 1/10/2017 3:07:14 PM

City/State/Zip: Decatur, Georgia 30032 Company Complaining About: Comcast

Description

I had 100/10 service. I called comcast to sign up for a new contract to get 300/30. After they reprovisioned my modem I ended up with 30/5 service. They claim my modem is end of life and no longer supported.

At no point during the original call when I upgraded service did they tell me that my modem was obsolete and needed to be replaced. I ordered a brand new modem at a cost of almost \$200, but until it arrives they are unable to get my service back to the 100/10 I had yesterday.

Ticket: # 1389414 - Internet Speed Being Throttled Intermittently

Date: 1/10/2017 3:36:30 PM

City/State/Zip: Murrieta, California 92562-6115

Company Complaining About: Frontier Communications

Description

From the outset I must state that my infrastructure has not changed since the time Frontier Communications took over internet service business from Verizon FIOS. Unless it was external cable line outage to large sections that were always repaired within hours, I never once had I had any intermittent outages or slowdowns of my internet service. Since Frontier Communications has taken over these will be my second time filing a complaint, and I continue to have on-going issues with service and customer service.

First off, I had an outage of my internet due to a breaker shutting off from Christmas lights overload. Not knowing this, I contacted Frontier's tech dept. They had me go out to the ONT and read off the lights and their color, which should have clearly indicated to any "reasonable" technician, not a person pretending to be a technician reading a script, that my battery was on, meaning no electricity was going to the unit. I have no telephone service via FIOS, and that would be the only thing OPERABLE at this point. Internet is off when battery is on. They ran tests and then told me they'll need to send out a technician the following day, between 12pm - 5pm, to repair the issue because they couldn't do it remotely, when all they needed to do was tell me was I had a power outage and needed to turn the power back on. The technician did not come to my home as scheduled. I was here all day. I did not receive a call, or email advising me of this. People work, and to make money you need to go to work. It is not at all convenient to have technicians scheduled and not meet those schedules, PERIOD. The technician came out the following morning at 9:30am and I fortunately happened to be here to see him. At that time, the issue was figured out and the power was turned back on and all seemed fine. But had I been at work when he came the following day, UNSCHEDULED, who knows when I would have gotten my internet resolved. This is not appropriate business practices. When an appointment is scheduled, the company has an obligation to meet that schedule, and if they are unable to do so, to contact and reschedule to the CUSTOMERS timeframe. Some people are not able to come and go from work at a drop of a hat over internet issues.

Now comes the secondary, but most important issue. The loss of internet caused a focus on multiple users in the house to current latency and upload/download speeds. We are currently paying for 100mbps down/100mbps up, but in the last 2 weeks of checking, on top of high latency problems, we are consistently having the speeds throttled to anywhere between 30mbps/50mbps. When I contact the technical department they told me that from their end there is no issue. I should be receiving 100mbps/100mbps. The start off telling me that the problem is likely a malware issue and the would offer me a super-duper technical package at \$19.99/mo that would give me tech service 24/7 365 and they'd "remotely" clean my malware on top of giving me a malware and antivirus software package. I advised them that there are 3 computers in the house, one of which is a newly built computer from Christmas with a clean windows install plus wifi units that do not run the same software nor browse the same websites, YET all have the same EXACT speed issue. We already have antivirus and malware protection on the computers. The newly built computer and an additional computer are both using the router hardwired via Ethernet connections and they have the SAME EXACT speeds, verifying that the issue is NOT malware. The idea that I need to spend \$20/mo more in order to

receiving the speeds I am already obligated to receive is an outrageous suggestion, and dubious business practices. Unknowledgeable people are obviously being duped into this sales tactic, in which the issue seems more reasonable that the speed is being throttled directly by Frontier.

Additionally, at the time of the call I told them that I was getting 100mbps down but only 49 mbps up, and when I said that there was no possible way that this was being caused by malware, I was told, "It's fine, we only guarantee 70% of your max." What?! I'm lost at how 49mbps = 70% of 100mbps and I said as much. But they told me there is nothing they can do. They're providing 100/100 on their side and it's up to you to figure out what's causing the issues on your side. They scheduled a technician to come out in 2 days, and hopefully they'll arrive as scheduled, but I'm unsure exactly what they think they'll resolve by this.

To the outside observer, it becomes obvious that Frontier is doing something on their end to the speed. When someone believes they have speed issues, what is the usual way they come to that conclusion? By the download speed and how slow a website loads, etc. But I don't have the issue. My download speed meets my order. It's the upload speed, or the time it takes for my computer to send out files that's the issue... and one wonders how you can have download speeds at 100 but not upload speeds.

As it stands, the best that Frontier can do is offer me a new router, which I'm concerned will cause more problems, because I'm not convinced I'll be provided with anything other than a cheaper router than the one I'm currently using. I have no malware on my computer, and even so, a clean built computer shouldn't be suffering at all if that was the issue. So, if a router change doesn't solve the problem, what recourse do I have? This company can simply tell me, "you have malware, you must buy our package at \$20/mo, or we cannot give you 100/100 internet service that you are paying for..." This is fraudulent business practices and without another service that provides 100/100 in my area to my home, Frontier is well aware I am stuck with getting the LESS THAN 70% to max speed on a daily basis, YET, still paying for that service in full. They can provide me whatever speed they want and use the "you have malware" as an excuse for not providing what I'm paying for, and I have no way to refute it except to say, "no, I do not have malware". It means nothing to them and I'll continue to get whatever speeds they deem they want to dish out to me.

**I'll update this complaint when the technician comes. I'm assured that the problem will not be resolved, but let's see what happens. If nothing is resolved, I'm requesting the FCC step in and help to get me credited for the lack of service I'm receiving.

Ticket: # 1389657 - Less than 10% advertized speed

Date: 1/10/2017 4:37:51 PM

City/State/Zip: Brogan, Oregon 97903 Company Complaining About: Centurylink

Description

CenturyLink has blamed 'Congestion' / 'Overload' or 'too many customers' as the cause of the lack of service. Being sold 1.5mbps but today only getting 0.19mbps. Ongoing issue getting worse.

Ticket: # 1389666 - Comcast internet speed not provided as contractually agreed since 12 months

Date: 1/10/2017 4:41:04 PM

City/State/Zip: Washington,, District Of Columbia 20009

Company Complaining About: Comcast

Description

Dear all,

I would like to bring to your attention that I subscribed to Comcast in January 2016. Back then the company told me that to install my modem a technical person needs to be send out, which was billed to me (50\$). Once the person installed everything he informed me that his services were not really needed as I could have done it myself. Since then my internet speed was always very slow (homepages cannot even load). I contacted Comcast many times and still the problem is not resolved. A few weeks ago they told me that the problem was due to the modem, which was at the end of its life. A fact they did not realize earlier, not even when it has been installed. I have been paying since then without receiving the service i was paying for. Now they wanted to sent me a new modem for free, which didnt arrive. So I contacted them again 8 weeks later. Comcast told me that due to shipping problems the modem has not been sent. Today I received however a bill of about 45\$ for the modem, even though it should have been for free. I believe that Comcast did not comply with the contractual agreed terms and hence did not provide the services legally obliged. As such I believe I should receive full reimbursement for the payments made in the last 12 months. i would appreciate your advice and potential action if possible. Thanks.

Ticket: # 1389883 - False advertising

Date: 1/10/2017 5:49:07 PM

City/State/Zip: Billings, Montana 59102 Company Complaining About: Charter

Description

Charter/Spectrum advertises that they offer internet at 60mbs speed which is by far the fastest available in our town. I have been using them for this reason for several years. Upon doing their own speed test online I found that I have been only receiving a little under 10mbs! I called them and they told me that many things could be effecting this such as the fact that I have wifi, placement of the router and etc. My router and my modem are right next to each other and they are about 2feet unobstructed from my computer that I had run the test on my problem is that I could have purchased cheaper internet service had I known I wasn't getting faster service.

Ticket: # 1390174 - False Advertising Internet Speeds

Date: 1/10/2017 7:44:34 PM

City/State/Zip: Philadelphia, Pennsylvania 19102

Company Complaining About: Hotwire Communications Llc

Description

Hello FCC Complaint Team,

I am writing regarding misleading information by "Hotwire Communications LLC."

- 1) They claim to offer high-speed internet, but they do not meet the Jan 29, 2016 FCC classifications of 25mbps/3mbps. Hotwire fails to meet even the old classification of 4mbps down (see speed tests attached from Sept, and again now showing no improvement since we moved here in August).
- 2) They advertise their internet as high-speed based on their marketing materials (see 2nd attachment welcome packet). It was not until after I signed my lease with my apartment building that we found out this is a lie.
- 3) The Landlord (UCH Housing) and Hotwire LLC are in an exclusivity agreement, whereby tenants can ONLY use Hotwire for TV, Phone, and Internet but this is not disclosed until after the lease signing. Even though Verizon will wire the building for Fios, we are locked into Hotwire.

Efforts to resolve this with Hotwire have been unsuccessful. Their customer service forwards me to our account manager, and our account manager just continually says they are working on the issue or does not respond at all.

I sincerely appreciate your help looking into this matter. My goal of this complaint is for them to actually upgrade the internet speed, or allow true broadband companies (Verizon, Comcast, etc) to have us as customers. This exclusivity agreement is unfair, was not disclosed, and is very shady.

Thank you,

(b) (6)

Ticket: # 1390258 - Frontier Communications Complaint

Date: 1/10/2017 8:51:04 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

Since taking over FIOS from Verizon, Frontier Communications continues to raise monthly fees and is failing to deliver the promised internet speeds, despite multiple complaints.

Ticket: # 1390340 - Re: Internet Disconnect over 2,000 times according to a FC

representitive & Speed Date: 1/10/2017 9:43:03 PM

City/State/Zip: Morgantown, West Virginia 26501

Company Complaining About: Frontier Communications

Description

This is a follow-up to your previous request #1231656 "Internet Disconnect over 2,000 times according to a FC Representative & Speed"

I'm writing this response to respond that our issues have not been resolved. The speed of the internet is so bad we can not properly load web pages without waiting 10 seconds. A frontier representative was contacted on 1/8/17 and he put in a tech ticket for someone to come check our internet, because when I did the speed test I was getting 2 mbps not even half of what I'm paying for. I however, received an automated phone call saying they canceled and the issue was resolved, which its not. This is the exact situation that happened last time. No one would resolve the issue until I got the attorney general office involved and the FCC. I just contacted the Attorneys generals office and they hung up on me. I'm honestly so tired of having this company, but its the only internet company in our area. Please help.

Ticket: # 1390381 - Comcast - Lied about plan, dodging calls

Date: 1/10/2017 10:22:40 PM

City/State/Zip: Streamwood, Illinois 60107 Company Complaining About: Comcast

Description

We contacted Comcast for disconnection, as they had once again raised our prices and worsened our package without our consent. They offered to "extend the promotional price for another twelve months". We confirmed that there would be no changes to our Internet speed, nor would anything be removed from the plan. She assured us repeatedly that no, there would be no changes to our package at all.

In direct opposition to what we were told, our Internet speed was indeed dropped significantly, from 75mbps to 25mbps; when we attempted to contact them tonight, they were belligerent and argumentative, refusing to honor what we were told previously. The only thing they offered was to raise our speed back up to what we were told it would be, along with another increase in our bill. It goes without saying that that was unacceptable as an option. We asked for a supervisor, and were told someone would call us back within 15 minutes. After an hour, no call was received, and Comcast hung up on us twice when we tried to call them; we were not permitted to speak to an agent.

This has been an unending fight with Comcast to honor the packages we have signed up for. They are constantly dropping our speed, and we continue to have outages frequently. They give us the runaround every time, offering better speeds and better service if we pay more for it; we are being extorted.

Ticket: # 1390417 - Internet. speed

Date: 1/10/2017 10:59:25 PM

City/State/Zip: Porter, Texas 77365

Company Complaining About: Sudden Link

Description

I am paying for a certain download and up load speed that I am most of the not getting customer service says I can cancel at any time if I don't like it I have asked for over a year for credits but being told they don't give credits I have a recorded phone conversation of them telling me so. In the end I am paying for a service. I am not getting regards

Ticket: # 1390435 - Speed is far slower than advertised

Date: 1/10/2017 11:10:07 PM

City/State/Zip: Sylva, North Carolina 28779

Company Complaining About: Morris Broadband

Description

I have complained to and asked their customer service why we are paying for 10 mbs when quite often we receive half or even less. They have stated they are working on the backbone but that has been 2 years now. I've given up talking to their customer service. Their just go around and around with us. Any help would be greatly appreciated. I just want to know why it hasn't been upgraded yet.

Ticket: # 1390464 - Inadequate and inconsistent internet service

Date: 1/10/2017 11:43:30 PM

City/State/Zip: Mission Hills, Kansas 66208

Company Complaining About: AT&T

Description

Description

One month ago I subscribed to AT&T for TV (Directv), internet and phone service. Phone and TV are superb. Internet service is erratic, inconsistent and painfully slow. The service was advertised at 6MB/sec. On the phone they say this means they will supply 3-6. In reality, service is often below 1 MB/sec (measured, as they suggested at speedtest.net or att.com/speedtest). It may take 15-120 seconds to load a single web page, or it may work normally. In any given day, the service is far below their advertised and stated delivery parameters more than 50% of the time. I have spent more than 5 hours on the phone with multiple support representatives, and had 3 different technicians to my home. Each has verified this inadequate service, and also for brief periods witnessed normal service.

In net, I remain with inadequate internet speeds, far below advertised norms.

Ticket: # 1390492 - internet

Date: 1/11/2017 12:38:45 AM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: Centurylink

Description

Foley all need better speed they will not invest fast enough or make company Centurylink provide they have a monopoly they build with out internet upgrades to lines they gouge customers with no speed I feel cut off from friends because If it rains the wind blows so to the internet some people I know for weeks I have to move there in 2 weeks from gulf shores to help parents and live there I know people who have shown me what I'm in for and I am mad

Ticket: # 1390514 - Breach of Contract--Comcast

Date: 1/11/2017 1:08:50 AM

City/State/Zip: Chicago, Illinois 60625 Company Complaining About: Comcast

Description

In November 2016 I agreed to the following deal with Comcast: 105 mbps internet speed (along with a TV package); monthly bill of ~\$184.70. Comcast appears to have breached this agreement in two ways. (1) My first regular monthly bill under this plan was actually for \$190.37. (2) I am only being given 75 mbps internet speed. I raised this issue to comcast they said the price difference was due to unpredictable "variations in taxes/fees, and that the 105 mbps was not available in my area. They then tried to up-sell me to a more expensive package and would not offer any other resolution.

Ticket: # 1390568 - CenturyLink Throttling and Former issue not rrsolved

Date: 1/11/2017 5:08:14 AM

City/State/Zip: Mc Connellsbg, Pennsylvania 17233

Company Complaining About: Centurylink

Description

As mentioned, I've submitted a report before where I stted centurylink has been throttling my service. They reached out to me via the postal service offering 10\$ off a month and that never took affect. Also got a call from a tech support individual who never resolved the problem and when I called him back he had no record of my issue nor could he recall my account or residence being flagged. The business isn't forthcoming with their services or addressing issues that I pay for. I'm hoping something can be done to resolve the ongoing issues from the ISP.

Thank you for your time

Ticket: # 1390767 - Internet Speeds and Availability

Date: 1/11/2017 11:10:36 AM

City/State/Zip: Sistersville, West Virginia 26175

Company Complaining About: Frontier Communications

Description

I live in Davenport, WV and my internet provider is Frontier. We receive our internet from Sistersville, WV which is right at the 20,000 feet limit for service which results in low internet speeds and outages. Frontier could upgrade our area and bring our feed from Friendly, WV which is much closer than Sistersville. With the amount of customers in our area, I can not understand why Frontier will not make this change which would result in improved service and speed for their loyal customers.

Ticket: # 1391606 - Hughes Net Internet Service

Date: 1/11/2017 3:59:58 PM

City/State/Zip: Madison, Georgia 30650 Company Complaining About: Hughes Net

Description

We have our broadband service at our home in Madison, GA with Hughes Net because there are no other providers. The customer support and advanced technical support groups cannot fix our performance problem that has existed for over a year. We received 5% of the advertised speed for their "Gen4" service. I have made 10 calls to them in the last 2 weeks, and every time they promise a Level 4 engineer will call me back, since the basic diagnostics we performed could not resolve or identify the problem. I have never received a phone call back. Their case ID for this is (b) (6)

Ticket: # 1391700 - Frontier communications poor service

Date: 1/11/2017 4:22:29 PM

City/State/Zip: Benton, Pennsylvania 17814

Company Complaining About: Frontier Communications

Description

Internet service is half the speed of what I am paying for. I am paying for 12mbs and am hardly even reaching 6. I have upgraded to higher speed only to be lucky to recieve what I was supposed to get what I paid for at the lower plan. I am in an area where there is not much available for us and Frontier is in my opinion taking advantage of this fact. We have slower speeds than what adverstised for the plan I have selected. We have frequent outages.

Ticket: # 1391917 - Time Warner Cable/Spectrum complaint

Date: 1/11/2017 5:19:45 PM

City/State/Zip: Lincoln, Nebraska 68502 Company Complaining About: Time Warner

Description

Time Warner cable has repeatedly not given me the speed that they advertised. When I was paying for 15 mb/s internet, I never got more than 3 mb/s. I called to complain and get my bill lowered but they said they could give up to 40 mb/s for the same price, but they actually charged me more.

Ticket: # 1392041 - signal strength deception

Date: 1/11/2017 5:56:00 PM

City/State/Zip: Jonesville, Michigan 49250 Company Complaining About: Comcast

Description

Comcast states that the high speed internet internet we purchased is supposed to be 50mbps. We have never gotten over 35mbps. When we had a tech from Comcast come to fix an issue with our wireless gateway, we were informed that our area will never reach 50mbps and that the 35mbps is the max we will get yet we have to pay more for the 50mbps that we are supposed to be receiving. That is a straight out deception and false advertisement on the part of Comcast. The speed constantly varies and is entirely unreliable.

Ticket: # 1392213 - Re: [FCC Complaints] Re: Bait and switch package deal

Date: 1/11/2017 7:04:37 PM

City/State/Zip: Verona, Pennsylvania 15147-1543

Company Complaining About: Verizon

Description

Description

Sincaraly

This is a follow-up to your previous request #1325004 "Bait and switch package deal"

To Whom It May Concern, January 11, 2017

Just as I suspected and I said this would happen. I got a message that my Verizon Bill was available on-line 01/06/2017 it was \$143.06 over the amount it was suppose to be of \$118.22 that is \$10.34 over the original agreed upon amount of \$107.88. I left Melanie Connor a phone message about this recurring problem that was suppose to have been resolved in December 2016, it has not been. Verizon keeps saying they are giving me credit amounts but if they would honor the original package price of \$69.99 for the remaining 17 months, and stop overcharging me with their bogus charges this would not continue being a problem for me, and I would not have to continue sending complaints to the FCC to help me resolve this on going issue.

I ask that the FCC investigate Verizon's practices, I assure you that you will find this problem occurs with numerous customers about the same overcharge, not honoring the original package deals, and false credits issues with this company.

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| From: | | | |
| Sent: | | | |
| To: | | | |
| Subject: | | | |

I was contacted once again by Melonie Connor a Verizon supervisor, she said with the credits and deductions the rate that I was promised of \$69.99 would be honored. I told her I've been told this same thing numerous times and every month I look at my bill on line that's not the case. I told her if this isn't solved as I was told again that it has been,I would contact the FCC again and she told me to contact her if there is the same recurring problem as it has been since July of this year.

I want to thank the people at the FCC for stepping in and addressing this issue because these companies continue to take advantage of us consumers and we feel helpless.

To All Merry Christmas and Happy New Year May Gods peace be with you.

Sincerely,



Ticket: # 1392360 - Internet Throttling

Date: 1/11/2017 8:27:26 PM

City/State/Zip: Gainesville, Florida 32605 Company Complaining About: Cox

Description

I believe COX Cable is actively throttling my Internet connection. This occurs only occurs when my bill becomes past due. I first believed that the problem was with my cables and then Internet modem provided by Cox and contacted them to have them assist me with troubleshooting. This lead to a technician who checked my cables and connections and also replaced my modem. This did not resolve the issue and the Internet connection decreased the following day.

However, I have noticed that once I put my account back up to current and pay my bill my Internet connection goes back to normal. I have test this occurrence with my cell phone app and it shows where the speed has decreased before pill being paid and it shows when the speed suddenly increase after being paid.

I contacted Cox for assistance and clarification but denied that Internet speeds were being throttled due to late payments.

Can you please investigate this matter because I feel as if I am not the only one with this issue?

Thank you,



Ticket: # 1392493 - Fraudulent Internet Speed Claims

Date: 1/11/2017 10:02:35 PM

City/State/Zip: Partlow, Virginia 22534

Company Complaining About: Hughes Net

Description

You might want to look into Exede Internet. 100% Negative complaints on the Better Business Bureau website due to fraudulent claims about their internet speeds (Exede Internet, PO Box 4427,Englewood, CO 80155-4427) and customer service. They claim up to 10 Mbs speeds, but other than the day of installation, I never had better than kbs. Routinely, my speeds are never better than 20-40 kbs even though I am paying for a plan that is supposed to give me high speed internet.

Ticket: # 1392515 - Spectrum bait and switch scam

Date: 1/11/2017 10:34:16 PM

City/State/Zip: Austin, Texas 78730

Company Complaining About: Spectrum

Description

I contacted Time Warner/Spectrum on December 29th concerning my bill. I wanted to see if I could possibly get it under \$200 per month. I was still grandfathered under the Time Warner Cable plan. They rep (Ninsa - #R8A) told me I could switch over to Spectrum and save \$30 or so per month. I told the rep that I was currently getting 315mbps download and 22.86 upload speeds, and she assured me that I would keep the same performance under the new promotion because I was getting the Ultimate 50, but Spectrum was offering 100, so it would improve. She completely misunderstood the speeds that I was getting. Once they reset my modem, my speeds dropped to 117mbps download and 11 upload. They told me they couldn't switch me back to my previous plan because they don't have Time Warner's "codes" and if I wanted to get close to the internet performance I had before, I would have to pay the extra \$39.99 per month. I asked to speak to a supervisor and was told that due to the holiday, no one was available to speak with me. I was told I would receive a call back within 24 hours. I called back on January 3, 2017 because I hadn't heard from Spectrum supervisor, and I spoke with another "solution specialist" for an additional hour. After being placed on long holds while she reviewed my account, she told me the same thing the second rep told me (#Y4E). She was very rude and aggressive and told me that I could either 1)Upgrade to higher speed package for almost \$40 more, 2)Keep the plan as is stands, or 3)Discontinue service. When I explained to her I previously had BETTER service for a CHEAPER price, she said she didn't know what to tell me. Those were my options. After further discussion, she hung up on me. I have never been treated so poorly by a customer service representative in my life. I feel as though I've been scammed into a package I was told would be better, but instead it's much, much worse. I also lost some premium channels in the switch. Spectrum understands that they are only one of two choices in our neighborhood, and they are taking full advantage of their position. I was lied to, yelled at, and left with a package I didn't agree to.

Ticket: # 1392589 - internet speed/ billed for tech to fix problem when problem out side house/ video on demand not working

Date: 1/11/2017 11:42:03 PM

City/State/Zip: Bradenton, Florida 34209

Company Complaining About: Frontier Communications

Description

i been having problems with my service from frontier. i have been paying for 150/150 but only get 150/2.32. i got my new bill and being charged 75.00 for a tech to come out and tell me there is nothing in my house that its on there end and they have his manger has told me to it in the office for my area. i be try to rent movie with them and have tv telling i used all my credit but i have never rented a movie with them. i had someone reach out to me about speed but the hung up on me and fight with me telling me that it has all been fixed and when i got home i fixed that i was lied to. after run test that there tech showed t to run to check speed i am still getting 150/2.32. i told the laid i want what i am getting paid for. and she told me i am and that issue has been fixed and i told her no its not she got mad and hung up. i also tried to tell the lady that i have my step dad living with me who is over 65 and has a heart monitor that talks to his doctor over the internet and as it stands right know the doctor has not be able to get any report because of slow speed.

Ticket: # 1392615 - Metro PCS

Date: 1/12/2017 12:19:25 AM

City/State/Zip: Riverside, California 92503 Company Complaining About: Metropcs

Description

I am a valued metro PCS customer since 2016. I have had issues with my internet connection since November 2016. I have attempted to resolve this issue with customer care innumerable times. They have tried to resolve this issue in a number of ways which have only been temporarily fixed but the problem still persists. My rate plan includes high speed 4G LTE and my cycle is always the sixth of every month. Together with Metro PCS, we : customer care & myself have troubleshoot every imaginable option but with no real resolve. In fact, after speaking with their supervisor Fabian ID# 32004499, He refunded Ten U.S Dollars off my bill for my troubles and he walked me through troubleshooting which indeed gave me a higher level of connectivity: a whopping 48 Kpbs. Which is hardly any connection at all. I tried calling back several times now and asked to speak directly with Mr. Fabian but to my dismay, he's unavailable. I have outnumbered my resources. Metro PCS can limit a consumers data, upload and download speeds and limit video streaming without due notice to a consumer. Their terms of service clearly state that consumers who call customer care in a high level of service calls will experience a lower level of connectivity and even service disruption or disconnection. I feel that I am a victim of this terrible clause. I have called Metro PCS innumerable times, have sought help for my connection, a service which costs me \$ 60.00 dollars and which I am not getting solely because I have tried many times to resolve this issue. Please let me know if I can continue this matter in arbitration.

Thank you for your time

Ticket: # 1392654 - internet Date: 1/12/2017 1:45:52 AM

City/State/Zip: San Lorenzo, California 94580

Company Complaining About: AT&T

Description

Speed I'm paying for is STILL not what I am getting. I responded to the email sent in regards to my first complaint and did not hear back from anyone! Making this complaint alone took over 10 minutes because of how slow the internet is.

Ticket: # 1392792 - Internet Speed

Date: 1/12/2017 9:58:34 AM

City/State/Zip: San Antonio, Texas 78258 Company Complaining About: Time Warner

Description

I currently have Internet services with Time Warner (soon to be Spectrum). During the last visit of their technician, It was brought to my attention that the speed of my internet connection is 200 Mbps rather than 300 Mbps which is what I was promised when I started the service. In fact, I placed several service calls to Time Warner and submitted a complaint to FCC regarding this issue, but the problem still persists. I would like to get 300Mbps consistently as I was assured by Time Warner when I was recruited.

Ticket: # 1392850 - Over subscription of internet service

Date: 1/12/2017 10:41:04 AM

City/State/Zip: Montpelier, Virginia 23192 Company Complaining About: Centurylink

Description

CenturyLink has over subscribed their internet services resulting in lower than promised data speeds. I am paying for a 10M connection but usually end up with 2M. I have been taking random speed tests that show this to be true.

I have called CenturyLink and was told that they have a "saturation" problem and then forwarded to another person that offered me \$58 with the promise that they would monitor the line and reimbursement me when my throughput dropped below the subscription rate. The person was vague on details about how the this monitoring was suppose to work and did not leave me feeling convinced that I would receive any compensation.

The issue here is that I am paying for a service promised to me by a provider that knows that it cannot fulfill. In any other situation this would be consider fraud.

I would request that the FCC query this carrier on its failure to deliver the service for which it is charging. And to also request specific actions on how they intend to remedy the situation, both technically and monetarily for overcharging customers.

Thank you for your consideration in this matter!

Ticket: # 1392858 - Hughesnet Internet Provider

Date: 1/12/2017 10:43:09 AM

City/State/Zip: Elysburg, Pennsylvania 17824 Company Complaining About: Hughes Net

Description

(b) (6)

Ticket: # 1392884 - Fairpoint communications

Date: 1/12/2017 10:54:24 AM

City/State/Zip: Yelm, Washington 98597 Company Complaining About: Fairpoint

Description

We live in Clearwood, gated community outside of Yelm WA. Our only choice for cable/Internet and phone is fairpoint. Our bills change dramatically and constantly. If 1 day late they shut it off, then charge \$75/service... That's \$225 reconnect fee. The Internet speed is ridiculously slow, 5mbps on a download?!? Took 2 days to download kids Christmas present. There is a whole development of people out here tired of this. We called and complained and lady told me that I was free to use a different company! THERE IS NO OTHER COMPANY!

Ticket: # 1393122 - Internet Speed

Date: 1/12/2017 12:23:52 PM

City/State/Zip: Philadelphia, Pennsylvania 19106-3358

Company Complaining About: Verizon

Description

Verizon sold me an "upgrade" to 150 Mbps after I complained about slow and interrupting TV streaming. Since that was installed I do not notice any improvement. I have late model hardware Inspiron 13-7359LL with Ethernet connection that is capable of well more than 150 Mbps. I have spent many hours on the phone with Verizon and also had a technician at my house. I live in Center City Philadelphia and cannot get adequate "streaming" service. VERIZON tells me that my computer is too slow!! Verizon charges me for 150 Mbps but does not deliver! Not paying for extra for required speed and NOT getting the service is not acceptable! Do I have a right to receive the service that I pay for and that is available as a "standard". What can I do to get adequate Internet Speed?

Ticket: # 1393462 - Hughesnet Service Provider

Date: 1/12/2017 2:19:26 PM

City/State/Zip: Elysburg, Pennsylvania 17824 Company Complaining About: Hughes Net

Description

We signed up for Hughesnet Internet Service in September 1, 2016. My husband (b) (6) ■Spoke with a service representative as well as his wife on three way calling we agreed only to try the service because they said it was much better then before. We told them that it is imperative that this service work for our needs because my daughter is doing home school. The representative said it should work great. Well we kept having problems with the speed and not being able to keep up with the live lessons and it eating up our internet. It would go very slow she would lose internet connection in the middle of class. So we tried everything to resolve the issue. Then her school called to say she was not able to keep up with her class room. She suggested maybe changing internet providers. January 10, 2017 from 9AM to 5:30PM I was on the phone with Hughesnet trying to figure out what we could do. I got cut off several times and when I finally did get a manager he was nasty and raising his voice telling me if I canceled the service we would have to pay \$ 545.00 to disconnect the service. I told him when we signed up it was suppose to be a trial period with no cancelation fee because of the problems we had before. She said that was fine. When I was on the phone with these people they couldn't even find our account they said it was closed. They finally found it and said yes we see you have called in many times about internet problems. I said we are going to switch providers. The manager said that's fine but you will need to pay \$ 545.00 for cancelation I told him that's crazy I said your service did not provide what my daughter needed for her schooling . He said well its not that our equipment wasn't working it was that it did not meet your needs. I said sir your not listening or hearing me and I asked to speak with a Manager and he said he is a Manager. He raised his voice with me and I just simply said the same thing again and he said just because the service didn't meet our needs does not mean you don't have to pay the cancelation fee of 545.00 I then gave my husband the phone and he paid the money but said he will be filing a complaint. We feel we have only had our internet and home phone (landline) with them since September we feel we should be refunded the entire \$ 545.00 that it took them only 2 days to take out of our account but took me 8 hours on the phone to resolve. Plus the fact it did not meet are needs as promised. We are now with Verizon and don't pay as much as we did for hughesnet it was just hooked up today it is much faster and my daughter has no problems keeping up with her class.

I appreciate all time and effort given to a resolution in this matter. I only believe in getting what you pay for this was definitely not the case. Thank You.

Ticket: # 1393537 - Frontier Communications illegal charging

Date: 1/12/2017 2:37:42 PM

City/State/Zip: Priest River, Idaho 83856

Company Complaining About: Frontier Communications

Description

We have had internet service with Frontier for approximately 6 years and have been paying for the Broadband Max plan, which indicates up to 6 mbps downloads. My average download speed is 1.4 mbps. After numerous phone calls, particularly over the past year, I was informed by Frontier yesterday that up to 3 mbps is the maximum speed available for the area that we live in. We've been paying for 6 years for a service they cannot even provide.

Ticket: # 1393593 - poor DSL service

Date: 1/12/2017 2:54:51 PM

want REAL help, Please.

City/State/Zip: North Hills, California 91343

Company Complaining About: Frontier Communications

Description

has DSL service from Frontier. It was difficult to get Frontier to respond. They insisted on sending a tech person which did not solve the problem. Service has consistently been very poor. She doesn't have fiber even though it is available. She would like better service. Summing up: why don't I have fiber? Why do have to be stuck with AOL for my email? I want my lost emails to be located? I have bundled services and the service is seriously delayed. I also don't want these tech people coming to my house anymore when they are only going through the motions. I

Ticket: # 1393843 - Slow speeds every night

Date: 1/12/2017 4:05:39 PM

City/State/Zip: Lewisville, Minnesota 56060

Company Complaining About: Frontier Communications

Description

I have called this company every night since December about my speeds being about 1mb or below starting at around 4 or 5 pm every day I am currently paying for 24mb internet. I have had multiple techs sent to me house replaced modems and was told by the tech they sent there is absolutely nothing else he can do and that everyone from fairmont all the way to Jordan in Minnesota have the same problem every night. They are calling it a common cause problem. Nothing has been done what so ever has been done as of January 12th to fix this. The last supervisor I spoke with at the company's name was Niko rep Id 270823 and I was told the problem would be fixed within 24 to 72 hours.

Ticket: # 1394136 - Paying more for half the internet speed.

Date: 1/12/2017 5:26:45 PM

City/State/Zip: Austin, Texas 78732

Company Complaining About: Time Warner

Description

Here in Austin, the switch from Time Warner Cable to Spectrum. I called in December to renegotiate our price for Internet service because it increased from \$45/month to \$60/month. Our download speed was 200MBs. The rep was able to "lower" our bill to \$50/month, but now our speed is 100MBs. She assured me we would keep our 200MBs speed, but she was obviously mistaken. So now we're

paying more for less. Not very customer friendly at the very least and possibly illegal. Please advise.

Ticket: # 1394233 - unreliable over priced internet service from at&t

Date: 1/12/2017 5:57:13 PM

City/State/Zip: Danville, Illinois 61834 Company Complaining About: AT&T

Description

My internet is supposed to run at 12 mBps according to AT&T service plan. It runs at 1.8 mBps. This service has not run reliable for years. I was told by an AT&T service technician about two years ago during a service call that the wiring to my neighborhood was very bad and is too expensive to replace. The wire was damaged by a new waterline installed alongside the road a couple of years ago. AT&T made two patches that I know of during this waterline install. They also came back to make repairs to my service again. I was told the trouble was in a pedestal near my home.

For almost two years AT&T would not update my system speed because of the wiring in the ground. This was told to me by, their service technician while at my house. During the wet season of the year my connection speed varies drastically.

My neighbors had the same issues with connection speeds and service interruptions.

AT&T forced me to rent their u-verse equipment. I had my own DSL modem for years. This is a through back to when they made you rent their phones.

I feel like AT&T has me in a barrel and they know it. I have no other options here at my home for high speed internet connections. The service is more than double the price for cable just a few hundred yards down the road.

If I have to pay these overpriced charges at least the system should run at the speed I'm being billed for.

I hope someone here can help me!

Thank you,

Ticket: # 1394535 - Internet constantly out!!!

Date: 1/12/2017 8:52:14 PM

City/State/Zip: Atoka, Tennessee 38004

Company Complaining About: Ritter Communications

Description

Internet service seems to be down more times a month than available!!! More times than I can count I either have no internet or it is very slow!!! Maybe once or twice a month I am actually getting the speed I pay for!! They keep telling me to upgrade I more expensive package & I shouldn't have that issue!!!

Ticket: # 1394559 - Over charge and service slow

Date: 1/12/2017 9:10:42 PM

City/State/Zip: Houston, Texas 77072 Company Complaining About: Comcast

Description

To who it may concern,

This is Huu Ly from Enational Energy. I had have order internet from Comcast company for our business with price \$69.00 for internet , 12.95 for equipment , one time fee for install service \$99.00 for contract 24 month term. The speed from begin the sales rep talk with me is 16 Mbps for down load and 3 Mbps for upload. Then the last email we receive from sales rep , she said will give us 25 Mbps down/ 10 Mbps up. Then now on my account online with Comcast show I have package Deluxe 25 25 Mbps /10 Mbps but test speed from Comcast's web show to us is 18 Mbps down /3 Mbps up. Chat wit support online they told us we only have start package then only have 16/3. Also we find out Comcast raise fee for our equipment from \$12.95 to \$14.95. Please see attachment file for billing, email , contract and short screen picture of account online show.

The service is really slow. We only use web or an email but often got freeze and slow motion. Take like 1-2 to open some easy web of email. Most time I got it said time out.

We would like to request Comcast company return quality service to us and all over charge for equipment.

Ticket: # 1394637 - CSR-misunderstood what i order-wrong order attached to my

Date: 1/12/2017 10:53:57 PM

City/State/Zip: Antioch, Tennessee 37013 Company Complaining About: Comcast

Description

account

Today, at 6:00 PM 1/12/2017

i called comcast to update my internet speed. I asked the customer service to upgrade my internet speed to 1gigabit internet speed for \$70/ month.

the customer service said, it's for \$60/month for which i was happy for it and i said ok go ahead and update my service. Later on around 8:00 PM i tried to contact customer service again to see why the speed hasn't been updated so far, i found out that the internet speed added to my account is 300 Mbps instead of 1 gigabit. I called back and checked they said that the internet speed i have is 300 Mbps, i stayed on the line for almost an hour until a supervisor said that there's nothing she can do, she will have someone to call me to get this fixed.

so far no-one has contacted me, idk what speed do i have now. Supervisors keep getting disconnected whenever i tried to reach any of them. Very very rude manner is speaking with customers. CSRs keep lying as usual.

Ticket: # 1394688 - Comcast Not Providing Services Paid For

Date: 1/13/2017 12:04:50 AM

City/State/Zip: Baltimore, Maryland 21224 Company Complaining About: Comcast

Description

I subscribe to Comcast's Xfinity 25 Mb/sec Performance Internet so I can stream cable channels through a Roku Streaming Stick. Currently, my TV shows and movies are basically unwatchable due to constant interruptions (Loading, Please Wait). Due to Baltimore City's monopoly with Comcast, I have few (if any) reasonable options for an ISP. Since December 2016, I have experienced multiple cable internet outages (12/16/16 morning, 01/05/17 morning, and 01/06/17 evening) and tonight (01/12/17) my shows are unwatchable due to slow speeds. I would add a video to support my claim, but my internet connection is so slow Dropbox cannot complete the file upload.

Ticket: # 1394723 - False Advertisement of Speeds

Date: 1/13/2017 12:51:59 AM

City/State/Zip: Pearland, Texas 77584 Company Complaining About: Comcast

Description

Comcast sold me 150 Mbps with a required to DVR to make sure I qualify for the their "best" deal. I don't use their TV service but I rely on their internet service a lot. I used to have 40 mpbs package and when I used to clock the speeds I would get 3 mpbs so they told me if I upgraded then I would get speeds close to 150 Mbps and with my current modem (router is inside the modem) I would get the speeds that were promised. Ever since I have had Comcast, my internet speeds have fluctuated. When I call them to resolve the issue they tell me a many different reasons as to why my speed isn't what it should be. They recently sent out a tech after at least 7-8 calls to them about the speed issue and even after that my speed wasn't resolved. I was promised that I would get a refund for the times my internet speed wasn't what was advertised but I still am getting charged and I was assured that the tech will resolve my speed issue and that still isn't resolved. I keep a log of all of the speed test I do and I have proof that they are falsely claiming these speeds in my neighborhood. With all this in mind, I also bought a brand new latest router that is suppose to handle 1.5 Gpbs and even on that I get 7 mpbs.

Ticket: # 1394727 - Internet speed

Date: 1/13/2017 1:00:00 AM

City/State/Zip: Madison, Mississippi 39110 Company Complaining About: Comcast

Description

I have BLAST comcast internet service. Since having the service, I have never been able to get anywhere near the advertised speed of internet.

The highest internet I have ever gotten, via direct ethernet wire, is 40Mbps download. Typically, I get a speed of 10Mbps or less. (I have 2 computers and 2 cell phones and my router is in the main living room, so low usage.)

Even when the service was getting setup, the person had trouble getting my service 'approved' since the speed was low and interference high. I have called and attempted to resolve the issue, which I am told is an external box issue. However, in the course of 1 year, no one has fixed it.

My neighbor also has comcast services, and has the exact same problem, so it assures me that it is an external issue.

Ticket: # 1394736 - Rise Broadband Service Contract failures

Date: 1/13/2017 1:21:24 AM

City/State/Zip: Idaho Falls, Idaho 83401

Company Complaining About: Rise Broadband

Description

Have been a customer since August 2015. Since then, at the end of every billing cycle I have noticed a sharp decline in our contracted "unlimited data at 20 Mbps/sec." It has become progressively worse since the end of November 2016. Several documented calls have been placed since that time, including a current complaint that has yet to be resolved as of 1/4/2017. At the present time, I have been repeatedly told by the customer service department that a "Tier 2" team is working on the problem, and will call back within 72 hours. It has been a long 72 hours. At the time of this complaint, we have still NOT received the contracted speeds, or data from this company for several weeks, and have had threats from their customer care department about our trying to leave to find a provider that is able to keep their end of a contract agreement.

Ticket: # 1394740 - Internet Date: 1/13/2017 1:43:56 AM

City/State/Zip: Wolf Creek, Oregon 97497

Company Complaining About: Frontier Communications

Description

Description

My Internet provider is frontier. They have been the worst provider i have ever had! I live in a rural area. We pay for high speed Internet but do not receive high speed. Every month we have have to call because our Internet is running so slow we can't even use it or its been completely shut off by them (thier mistakes not ours) we restart our motem a couple times a week to get any results. I would like to receive the Internet we are paying for!

Ticket # 1201062 Extremely peer internet coming

Ticket: # 1394863 - Extremely poor internet service

Date: 1/13/2017 10:01:32 AM

City/State/Zip: Tavares, Florida 32778 Company Complaining About: Opticaltel

Description

Since OpticalTel has taken over our internet service, the speeds have dropped to unacceptable levels. We pay \$55 per month and are getting less that 1 mbps speed.

Ticket: # 1394971 - Ticket No. 1362416

Date: 1/13/2017 11:05:24 AM

City/State/Zip: Glen Allen, Virginia 23059 **Company Complaining About:** Verizon

Description

On Thursday December 23 at 6:00 PM Central time a Technical Rep from Verizon contacted me about my ticket. I told him that I was traveling for the holiday and wouldn't be back at my home until Tuesday, January 3rd. I asked him to call me back on Wednesday or Thursday, January 4th after 6:00 PM Eastern time. He said he would do just that. Well its a good thing that I didn't hold my breath. To this day I still have not heard at all from Verizon and their staff. Can you please tell me what it takes to get this fixed. As my complaint from December mentions. It has been since June that the service has been awful and not to the speed that I pay for every month.

I would appreciate if you would reach out to them again and tell them its ridiculous the lack of service I am getting. You don't tell a customer you are calling back on Wednesday or Thursday and don't do it. I had specifically gone home to wait and hear nothing from them. This is the worse service I have ever seen.

I received a phone call last night at 6:30 from someone on the Executive team at Verizon. He did not leave a call back number or anything.

This is getting out of hand. I have a payment due and I am not paying until I hear from Verizon with a return phone number.

Ticket: # 1395579 - Nathan Robets

Date: 1/13/2017 2:13:08 PM

City/State/Zip: Albuquerque, New Mexico 87110 Company Complaining About: Centurylink

Description

My client has had numerous issues with Century link charging for services not delivered and other false and deceptive actions. He has paid for high speed DSI service and it has not been delivered. He has contacted Century link and they have not resolved the issue. Century link is advertising and selling the same service which further degrades my clients service.

Ticket: # 1395716 - ATT Internet Bandwidth Throttling

Date: 1/13/2017 2:53:20 PM

City/State/Zip: Titusville, Florida 32780 Company Complaining About: AT&T

Description

(b) (6)

Ticket: # 1395787 - Problem with internet

Date: 1/13/2017 3:14:41 PM

City/State/Zip: North Zulch, Texas 77872

Company Complaining About: Windstream Communications

Description

From December 24,2016 I have a constant issue with my internet and internet provider Windstream. This is the only internet provider in my area. I had a full year of issues with them but this last month really push me fille compalin about them. My internet speed is less than advertise or promise to me or none existing. I have a DSL which this company- Windstream claim that the amount of subscribers does not effect the speed. From December 24, 2016 I am only able to use the internet in early morning hours. Thrue out the day I do not have it or the speed does not allow me to open any pages. I had technician from Windstream coming to my house several times and never finding any issues. The last time one of the technician admitted that previously this company had issue involve the amount of users and the internet speed. I would like to add that in my household there is only ONE electronic device (computer) connected to network. I strongly believe that Windstream oversell their bend witch and thats what effect my service. I also would like to add (which I have a video to proof) that on hundreds of occasions when i did not have internet and call 18003471991 windstream line....the automatic machine after verifying my identity and account almost instantly connect me to internet. I contact Windstream numerous times and my frustration reach a boiling point. I pay for something that it is not working or it is not available to me. I attach just a several days of me recording the speed and the availability of the internet... I am seriously researching all my option in this matter

Ticket: # 1395931 - AT&T Fiber and their '100Mbps' Service.

Date: 1/13/2017 3:56:38 PM

City/State/Zip: Kansas City, Missouri 64154

Company Complaining About: AT&T

Description

The initial offering for their 450 HD service includes 2 WiFi cable boxes. It's impossible to use those two boxes while watching television on the wired box. It creates a case where you have to UPGRADE for additional service for an extra fee. In addition once you upgrade, to 100Mbps, you don't actually get the bandwidth you're paying for.

Ticket: # 1396157 - Internet Speed

Date: 1/13/2017 4:58:52 PM

City/State/Zip: Laredo, Texas 78045

Company Complaining About: Time Warner

Description

Here I am again submitting another complaint to the FCC about Spectrum Internet, and how the internet provider continues to (Throttle) the internet speed. However, the most significant factor is that the FCC is a piss poor quality Federal Agency and I will submit a letter to my Senator and the other appropriate Senate offices. Regarding the inept attitude of the FCC and how this AGENCY should be Abolished, as it is a major burden on the American Tax Payer and has no real significant results when customers such as myself complain about real issues, like Spectrum Internet.

Ticket: # 1396313 - Internet Service

Date: 1/13/2017 5:49:11 PM

City/State/Zip: Elgin, Oklahoma 73538

Company Complaining About: Hillary Communications

Description

I have had internet service with our ISP since October of 2015. It took the ISP about a month to get our service going and when our modem finally linked up we have had speed issues since. The company left our service line on the ground for about a year and would not replace it and always stated they do not have the techs to replace the aerial line. After the techs finally replaced the line our speeds improved about 10%. I have made complaints over and over and nothing the technicians do fixes the issue. Every time we turn in a trouble the tech comes out at 4:30 pm and lets us know they close at 5:00 pm. They always tell me and my wife that there is not an issue and we are getting the service we pay for. We pay 74.95 for the companies top internet package of 50 Mbps and only receive 5-14 Mbps at a given time. Even though I disconnect the router during test, I purchased a new router because the ISP says it must be our router even though the previous router was a brand new duel band router. We are not at home during the daytime to check speeds because of school and work. The many times that we have taken the day off to meet a technician to work on the issue they do something and our speeds jump up too 40-47 Mbps. That fixes the issue for about 1-2 hours and the speeds again fall back to 5-14 Mbps. We have tried everything in our power to get the problem resolved and nothing seems to work. I understand there are going to be issues from time to time and I am more than patient during those occurrences. Since our problem has been going on for so long I contacted the company and tried to have our bill adjusted and the customer rep that I spoke with said it should not be an issue because of all the problems we have had. After we received our bill there were no adjustments and I again contacted the csr and she stated that the Tech that has been working on our problem said there was not any problems with our service.

I have done more than one hundred speed test straight from the modem with the router completely disconnected and always get the same result. I have talked to Internet service techs over the phone several times and walk through their trouble shooting and nothing resolves the issue. The Internet service techs I speak to always agree that there is an issue and open a ticket. After a day or two nothing is done so I call back and the ticket is closed saying everything is working. Every Tech that has come out and every CSR that I have spoken with tell me it is a direct connection and we do not share service with any other customers so there should be no problem with speeds during peak hours. I work as an Internet technician for another company in a different area and I more than understand the difficulty of finding issues such as these but I can usually resolve them within a minimum of a week. It has been two years for our current ISP. I do not mind paying 100% of our bill for even 65% of service but we are constantly getting about 5-10% service and still having to pay 100% of the bill. I have tried making complaints to the Better Business bureau and gave the company time to respond and fix the issue and nothing was ever done and the company never even responded. This ISP is our only option for internet service and I just want our service to reflect on our bill or for the company to actually fix the issue. I have documented the majority of our problems but the techs never want to see what I have documented. I have started to take pictures of our speed test done on multiple speed test websites that the ISP's Internet technicians tell me to use and they are all in the same ballpark. I'm not sure if the company is throttling speeds or what is going on. The company knows that they are the only option for a lot of customers and its as if that's the reason they don't care about trying to fix issues or make refund adjustments. I tried resolving the issue with the

company many many times and I need help having this issue resolved. I am sure there are multiple people with the same issue that have to deal with this company but probably do not know what else they can do.

Ticket: # 1396495 - Cincinnati bell changing internet speeds without disclosure

Date: 1/13/2017 7:24:30 PM

City/State/Zip: Park Hills, Kentucky 41011 Company Complaining About: Cincinnati Bell

Description

Cincinnati bell has taken upon itself to reduce it's upload speed for internet service without notifying customers to increase it's bandwith to allow more customers. I have 30meg with 5 meg upload. During a recent speed check I noticed that my upload was 2.9meg. Contacted cincinnati bell and they could not sort it out, so they sent out a tech. Tech spent over an hour and a half swapping out equipment with no success. He then called the network office and was told that they were in the process of reducing all copper connection from 5 to 3 megs thru out the tristate. No notice ever came, nor was there any email to the sort. This 3 meg is now their norm they are advertising, instead of the 5 they had advertised in the past.

Ticket: # 1396558 - Very slow internet speeds also very unreliable

Date: 1/13/2017 8:26:12 PM

City/State/Zip: Millbrae, California 94030 Company Complaining About: Comcast

Description

My internet has been very slow and disconnecting since late November 2016 we have had 4 technicians come out and they have not fixed anything we are still paying full price for 120 mbps speeds and I'm currently getting 4 mbps down

Ticket: # 1396618 - AT&T false advertising on upload speed

Date: 1/13/2017 9:04:23 PM

City/State/Zip: Atlanta, Georgia 30339 Company Complaining About: AT&T

Description

AT&T advertises on their Internet that for up to DSL 3-6Mbps downloading speed, the upload speed should be 512Kbps - 1Mbps, which means I should get at least 512Kbps and up to 1Mbps upload speed. However, AT&T put a cap of 512K on my upload speed. This caused big problems when Skyping with people. Initially I didn't know they put a 512Kbps cap and thought there was a technical issue. They sent a tech guy and he said all the customers who have the DSL 6Mbps downloading speed only have up to 512Kbps upload speed. I called their tech support, the customer service lady on the phone said she had never seen anybody whose download speed is 6Mbps has over 512Kbps upload speed. So this is universal. AT&T put a 512Kbps cap on upload speed for customers who subscribe to their 6Mbps DSL service, which is against what they advertise. This is misrepresentation and false advertising.

Ticket: # 1396628 - DSL speeds are too slow

Date: 1/13/2017 9:20:02 PM

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Centurylink

Description

A couple of hours ago I sent this to the Washington utility and transportation commission. They emailed me that they don't oversee any DSL and I should contact you.

My DSL service is supposed to be at a T1 rate, 1.544 Mbps. They say I can only expect to get around 80% of that, 1.24 Mbps. If I was receiving that speed I would not be complaining. I have had this service with Quest which became CenturyLink since 2008 and have been satisfied with it. I am not sure when the problem actually started but noticed it in October, 2016. It started taking extremely long times to download any update from Microsoft and I would have to click the refresh icon once or more to get a web page to display. I started running speed test and found that at times I was receiving as low as .49 Mbps downstream and the upstream speeds were acceptable, around .80 Mbps. I also notice that while the speed test was running it would pause and do nothing for a period of time. It looked like the bandwidth was being choked or throttled by some QoS software feature. I believe CenturyLink has over sold the service out of the DSLAM. The slow speeds are encountered when more people would be using the service. My opinion is not without a technical knowledge. Before retiring I taught DSL and FIOS for Verizon Communications. I have reported this to CenturyLink on 10/20/16, 10/28/16, 10/31/16, and 12/7/16. Each time I have communicated that it was a traffic overload problem. Even thought the repair center technician seemed to agree with me they insisted on sending a technician out. It should be noted that the last time I reported this I asked them to escalate this problem and pointed out that I had been patient but if not resolved I would refer it to the PUC. The last technician told my wife that the problem had to be referred to engineering. That confirms that it is not a repair issue but an overload.

Please force CenturyLink to de-load the DSLAM and provide the service that I have been paying for. Also, please do not allow them to merge or expand their business until they can demonstrate that they can manage what they have. I can supply copies of the speed test results if you want them. Yesterday at 1647 the speed test results were .39 Mbps downstream and .79 upstream. Thank you

(b) (6)

Ticket: # 1396637 - Internet Date: 1/13/2017 9:29:24 PM

City/State/Zip: Hollywood, Florida 33024 Company Complaining About: Comcast

Description

Very slow or no internet service/

Ticket: # 1396893 - Fairpoint **Date:** 1/14/2017 11:11:20 AM

City/State/Zip: Newton, New Hampshire 03858

Company Complaining About: Fairpoint

Description

Fairpoint Communications does not offer reliable Internet service. We pay for a medium / moderate speed of Internet and we lose connection every 2-3 hours. When we complain they send a tech. person to our house who spends 20 minutes trying to force us to upgrade to high speed Internet to increase our bill. The Internet they offer and we pay for monthly is not working. It's interrupted daily. Multiple times. It interferes with working from home, our other bills and devices. It effects our entire household.

Ticket: # 1397039 - Constant internet outages and poor service

Date: 1/14/2017 1:58:48 PM

City/State/Zip: Lincoln, Nebraska 68527

Company Complaining About: Windstream Communications

Description

I don't even know where to start. We have had Windstream for our internet, phone, and TV service for about 8 months. We have had nothing but problems. Our services go down constantly and it takes them 4-7 days every time to get someone out to fix it. When they do come out it only takes them a couple of seconds to fix it usually after they plug into the modem. We have even upgraded our service to to 50 Meg and that has not helped. I am lucky to get 10 Meg when it is working. Our TV service is terrible. It freezes up and goes out constantly. Every time Windstream comes out everything seems to work flawlessly and then the speed for some reason gets turned down. I thought with fiber this would be good service, boy was I wrong. Their customer service is always terrible also. They are very unsympathetic, and always act like we are doing something wrong. They do not like to give billing credits either for having little or no service. I can't believe a company like this stays in business.

Ticket: # 1397306 - Charter Internet Bandwidth Restricting

Date: 1/14/2017 6:09:58 PM

City/State/Zip: Sanford, North Carolina 27330

Company Complaining About: Charter

Description

We pay for 60g Internet and Charge continues to limit are Internet speeds between 3 to 18 mb speeds. They continue to try and push there cable service by limiting our speeds every time we have our Roku or Apple TV on. We shut them off and continue to monitor the speeds up to 8 hours and when we call they say, "Oh You Should Consider Our Cable/ Internet Bundle for 69.99 for 12 months and you won't have to worry about it anymore. We feel this was a threat (Either Sign Up for our Cable TV or we will keep causing your internet outage). We have made over 12 complaints on Charter for this over the previous 12 months, and they send someone to our residence and say they same lies. (We checked and don't see anything wrong outside, we need to look at your modem) We tell them no, you are not looking at our Modem, we bought it from Amazon after you (Charter) saying it was compatible with your service. Now, they are trying to lease us a modem we cannot administer ourselves. With this modem we can monitor all the network traffic & speeds and our. private security settings. The continue to want access to this modem, but we checked with the original Charter modem we purchased 3 years, and it's the same

problem. The last time we let one of the Charter Techs in our house, it cost us 140 to clean our carpets because the tech tracked clay mud thru our house, then as you can see in the pics we sent, they have destroyed the installation under our house and drilled thru our footer vents under our house. They are the only one that offers Cable Internet in our area. We have filed complaints with our representavies in our district and have been logging network traffic, and previous phone calls & complaints about these issues.

Ticket: # 1397332 - AT&T misrepresents internet speeds

Date: 1/14/2017 6:44:52 PM

City/State/Zip: Smyrna, Georgia 30080 Company Complaining About: AT&T

Description

Description

I have never once experienced the 24mps speed AT&T advertises with the internet service I purchase from them. I don't see how they can advertise speeds up to 24mps if my service has never achieved that speed. I entered into my service contract expecting speed consistent with their advertisement. I have contacted AT&T multiple times on this issue and their response is that equipment tests show service is fine to my address. They offer to further resolution. I feel like AT&T has misrepresented their service in order to induce me to contract with a service that doesn't preform anywhere near the advertisement.

Ticket: # 1397346 - Comcast internet problems

Date: 1/14/2017 7:07:50 PM

City/State/Zip: Kearneysville, West Virginia 25430

Company Complaining About: Comcast

Description

i have a 3 mbps from comcast and im not getting that and i called them more then once and they told me that their is nothing wrong

Ticket: # 1397569 - Poor quality speed, less than 80% advertised, and poor repair for 3 YEARS!

Date: 1/15/2017 12:33:31 AM

City/State/Zip: Inverness, Florida 34452 Company Complaining About: Centurylink

Description

We have been trying to get a REAL repair from Century Link for the duration of our service with them. They constantly send us new modems, which seems to be their default mode, that do not resolve the issue. When technicians come out, it's much the same. They install a new modem, do a one-time speed check, and are out the door. However, we've continually told them that our service clearly gets worse in relation to rain fall and that the problem is with the LINE. FINALLY, one technician bothered to listen and investigate and told us that the entire branch line into our area had not been terminated properly, and as a result, there was an extreme amount of "noise" on the line. Additionally, he said that a new line needed to be run and he needed to come back the next day to do so as it was a big job and was already late in the day. Fine. I was thrilled that someone actually listened and was going to try to fix it so I was willing to wait another day. However,...

The next day a different technician came out, apparently the first Tech was scheduled elsewhere, and we were back to the same non-help. After the installation of another new modem, he got one minute of proper speed, canceled the repair ticket and left. Unfortunately, the next day came and the service is back to being less than 50% of what we're paying for and is frequently unusable. However, now they can't come back for another four days because the ticket was closed and they're busy with other "priority" issues.

We have endeavored to be patient and work with Century Link acknowledging that they are relatively new to our market, and may need time to settle in, but after three years this seems to have become fraud by neglect or incompetence. I hope the FCC is able to do something to address this kind of issue. I suspect that the issue may be that we are out in a rural area with few users, and thus, it's not cost-effective to do the work to fix the problem; that, or the Techs either don't know how, or are reluctant to do the work necessary. Whatever the case, Century Link agreed to provide service to this area and should therefore do so with some integrity.

PS. After well over an hour on the phone with Customer Support/Repair, I was told the internal department that handles this type of "escalation" wasn't available after 2pm on the weekends. So, I presume I'm going to have to start this all over again on Monday IF I have phone service. (I'm also a Century Link telephone customer). On a lighter note, despite the service issues, I must commend the telephone customer service agent, (AB72163 Johm), and her manager, who had to tell me that the necessary department was closed. To their credit, they remained polite, composed and apologetic despite an obviously embarrassing situation.

Ticket: # 1397575 - Charging for the service that is not offered

Date: 1/15/2017 12:48:20 AM

City/State/Zip: Tallahassee, Florida 32301 Company Complaining About: Comcast

Description

I have been charged double for the same internet service. I have also been sending a wrong equipment and later when I tried to fix it, I was charged for changing the equipment. I am getting very poor internet service, but when talked with customer service, they told me that they will send a technician free of cost to fix the problem but when I tried to schedule it I was told that there would be charges. They want me to pay for more cost for having the technician in my house even when I was offered free, to begin with. I was charged twice and had to talk with customer service to get credit on my next bill. They referred me to the product to use the internet service, and now they are blaming me because I bought it instead of renting their product. I am told that my service that I am paying for is only available if I use their product. All these conversations are stored because they store phone conversation for quality purpose.

Ticket: # 1397622 - ISP lacking bandwidth to meet nwtwork needs at high demand

Date: 1/15/2017 3:45:50 AM

City/State/Zip: Tullahoma, Tennessee 37388

Company Complaining About: Monsterbroadband

Description

The service speed provided during peek hours drops well below the speeds I am paying to receive. This is a peak usage problem and I have had the company show up to fix the issue. Of course is is fine when they are here to fix it the network is not loaded as it is during peak hours. They have replaced equipment but at night the speeds drop from 15Mbps (the plan I am paying for) to around 5 or slower. I have documented speedtest.net data to show that today at peak times I was at 5Mbps even down to less than 1Mbps speeds and then was back to 15Mbps plus using the same setup for all testing during off peak hours. The setup is one PC with no other wired or wireless connections directly to the router connected directly to the ISP service. I feel the ISP has oversold a network that will not meet peak demands and is not doing anything to fix the issue. I am sure there are others experiencing the same issue.

Ticket: # 1397627 - internet speed

Date: 1/15/2017 3:55:48 AM

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

Company Complaining About: Comcast

Description

I am paying for 75mbps, however I am only recieving 3mbps. This has been verified through both a speed test company owned by my service provider and an independant speed test company.

Ticket: # 1397669 - Telephone Problems

Date: 1/15/2017 9:57:54 AM

City/State/Zip: Tucson, Arizona 85713

Company Complaining About: Dish Network

Description

1/15/17 -- Dear FCC -- Since 12/27/16, I have periodically been unable to call out on my phone for hours at a time because it says "Line in use." Later it will correct itself when it feels like it. I contacted Dish and they assured me it was not the phone line, but my phone. So I bought a new phone, but it is still happening. There are also odd coincidences: it happens when my brother calls from California on his iPhone; it is on a weekend, and it is raining. I jump through all the hoops to disconnect everything, to no avail. What could be going on? I don't like paying for a service I'm not getting. Many thanks for looking into this situation.

Ticket: # 1397793 - Phone and Internet issues

Date: 1/15/2017 1:41:04 PM

City/State/Zip: Shickshinny, Pennsylvania 18655

Company Complaining About: Frontier Communications

Description

I have had frontier communications for years now, because they are the only one in the area that provides phone and internet service. She has had so many problems between the speed only being 1.5 Mbps-2.19 Mbps and also the internet buffering constantly, to it timing out and loosing internet all together. Also the internet and phone package prices are ridiculous when they cant even provide the service that they promise but us customers must keep paying these ridiculous bills, and not receiving the service they promise.

Ticket: # 1397827 - Poor internet serv ice

Date: 1/15/2017 2:27:58 PM

City/State/Zip: Atmore, Alabama 36502

Company Complaining About: Frontier Communications

Description

I ask there help line what was I paying for: the lady told me I was paying for 3.721 mps. If only one person uses the internet, they build it to provide only 1.3 mps of service. We never get above .7 mps. They tell you the service is up two 3.721, they don't tell you will never get the top speed. They told us last May of 2016, thaty they were going to up grade our service by the end of Sept/16. September has come and gone, they are saying sometime this year.

Ticket: # 1397848 - Inadequate response and upkeep of what I pay for

Date: 1/15/2017 3:02:24 PM

City/State/Zip: Christiansburg, Virginia 24073

Company Complaining About: Shentel

Description

I continue to get less than adequate speed on downloads and the performance of the incoming signal seems to degrade rapidly every time I ask Shentel to fix it. This leads me think that they are throttling. I have done many forms of testing and it also points to throttling. There is no reason for my gear to be insufficient as I am an IT professional and can manually configure the proper settings. 25Mbps is what I am paying for (at \$100), I am currently getting between 6-10 Mbps and that is 2 packages lower than what I pay. I contact the company every other week to say that they are clearly throttling my speed and they go in to fix it for a couple of days, then its right back to contacting them again. I have told them that if they cannot provide what I am paying for then I should not be paying nearly that much. (to which they have done nothing)

Ticket: # 1397890 - Centurylink false claims

Date: 1/15/2017 3:39:12 PM

City/State/Zip: Eugene, Oregon 97405 Company Complaining About: Centurylink

Description

Paid for 40Mbps for 3 years. Never got more than 28. Regularly get less than 3Mbs.

Ticket: # 1398078 - Internet provider, doesn't provide a good service

Date: 1/15/2017 7:07:12 PM

City/State/Zip: San Juan, Puerto Rico 00924 Company Complaining About: Claro, Pr

Description

I have a contract for 2 megabytes speed. I never had the speed contracted. I called several times the internet service provider, they never solve my problem

Ticket: # 1398146 - bandwidth fraud / deliberate throttle

Date: 1/15/2017 8:19:40 PM

City/State/Zip: Stanardsville, Virginia 22973 Company Complaining About: Centurylink

Description

Century Link has been advertising and charging for a high speed internet signal and all the while only providing an average signal speed of .2mbps download and .3mbps upload. Multiple complaints have been made and filed, all the while they claim a band with exhaustion for over 6 years in this area and never prorating for actual service provided. They continue to profit off of bandwith sold which is not being provided. Complaints have been filed and immediately my signal bandwidth improved to a 2 mbps speed of the 3 mbps speed which I am charged for. Currently any contact directly with the company have turned hostile in nature when complaints are made about lack of bandwidth, and went from apologetic blaming bandwidth exhaustion for now more than 6 years. They have recently installed fiber optic and signal strengths have not improved. They have and only provided bandwith close to 3 mbps for about 6 months after a formal complaint were made and thus have proven ability to do so. Currently instead of fixing the issue the contact has been aggressive on part of the company attempting to tell me that my service would improve if I drop to a lower bandwidth service because they would be more likely to provide a consistent 1.5 mpbs service instead of a the 3 mbps I have received. Company reps and managers have made it clear that they are subject to no accountability for their service from regulatory agencies and that perhaps I drop my service If I am not satisfied. The leg which I am on has a max capacity of 120 residents of which 90 are currently on it and none are receiving the service they pay for. In essence Century Link is obtaining money for services not provided while advertising high speed internet, but are aware that they are under no legal authority or calibration to provide speeds they are obtaining profits for.

Ticket: # 1398148 - bandwidth fraud / deliberate throttle

Date: 1/15/2017 8:20:50 PM

City/State/Zip: Stanardsville, Virginia 22973 Company Complaining About: Centurylink

Description

Century Link has been advertising and charging for a high speed internet signal and all the while only providing an average signal speed of .2mbps download and .3mbps upload. Multiple complaints have been made and filed, all the while they claim a band with exhaustion for over 6 years in this area and never prorating for actual service provided. They continue to profit off of bandwith sold which is not being provided. Complaints have been filed and immediately my signal bandwidth improved to a 2 mbps speed of the 3 mbps speed which I am charged for. Currently any contact directly with the company have turned hostile in nature when complaints are made about lack of bandwidth, and went from apologetic blaming bandwidth exhaustion for now more than 6 years. They have recently installed fiber optic and signal strengths have not improved. They have and only provided bandwith close to 3 mbps for about 6 months after a formal complaint were made and thus have proven ability to do so. Currently instead of fixing the issue the contact has been aggressive on part of the company attempting to tell me that my service would improve if I drop to a lower bandwidth service because they would be more likely to provide a consistent 1.5 mpbs service instead of a the 3 mbps I have received. Company reps and managers have made it clear that they are subject to no accountability for their service from regulatory agencies and that perhaps I drop my service If I am not satisfied. The leg which I am on has a max capacity of 120 residents of which 90 are currently on it and none are receiving the service they pay for. In essence Century Link is obtaining money for services not provided while advertising high speed internet, but are aware that they are under no legal authority or calibration to provide speeds they are obtaining profits for.

Ticket: # 1398246 - Ongoing internet issues

Date: 1/15/2017 10:31:31 PM

City/State/Zip: Muskegon, Michigan 49442 Company Complaining About: Comcast

Description

I stated service at (b) (6) in muskegon,mi 49442 about 6 months ago. The issues is Comcast failed to deliver, the internet is always up and down and very unreliable, a online search shows there are known issues with the router hower they failed to address, they been to the house 3 times and I have called at least 11 times. Why does the government let Comcast operate so poorly. I am not sure why I am writing this as its unlikely going to be followed up. However please look up Comcast wireless router issues you will clearly see there is an issues that the government failed to hold them accountable for. You are paid to help the little guy please do so

Ticket: # 1398398 - DirectTV Now

Date: 1/16/2017 8:43:53 AM

City/State/Zip: Teaneck, New Jersey 07666

Company Complaining About: AT&T

Description

AT&T are refusing to grant refunds for a service they are not delivering. The DirectTV Now service is unwatchable and plagued with glitches and freezes etc. Their own rep acknowledges thousands of customers are having the issue, and they won't refund peoples money. THIS IS WRONG!!

Ticket: # 1398399 - Charter Spectrum

Date: 1/16/2017 8:44:03 AM

City/State/Zip: Longwood, Florida 32779 Company Complaining About: Charter

Description

Charter acquired TW/Brighthouse in 2016. Without notice Spectrum has revamped internet speeds and lowered 100mbps service to 60mbps service. This was triggered by me adding a phone service which triggered an unannounced switch to the Spectrum program. If I had not added the service I would have been grand fathered in the Brighthouse program. However no upfront advice from Spectrum. Totally unacceptable and typical of the big getting greedy and bigger.

Ticket: # 1398431 - Internet Speed

Date: 1/16/2017 9:55:09 AM

City/State/Zip: Portland, Maine 04103

Company Complaining About: Time Warner

Description

I'm writing to file a complaint about Time Warner Cable (now Spectrum, following the Charter Communications takeover). I pay for a 50 Mbps plan however my internet speeds rarely exceed 20 Mbps. I have contacted the company numerous times about this issue and so have my neighbors who all have similar complaints. Please investigate. These fraudulent business practices must stop.

Ticket: # 1398490 - Internet Service Frontier Communications in 33707

Date: 1/16/2017 10:54:12 AM

City/State/Zip: St Petersburg, Florida 33707

Company Complaining About: Frontier Communications

Description

Frontier Communications bought Verizon last year and after three months of the purchase, my internet service has dropped considerably and has become unreliable. The speed is lower than what I had purchased with Verizon, and lower than what I am paying for, and the internet times-out continuously causing a disruption in transmission of files and pages. Recently I had barely any continuous speed and after 45 minutes the first page loaded. I tried to contact Frontier but their phone only rang busy, and their website page would not load.

My upload and download speeds are half of what I pay for. A technician has been to my house to correct once. Replacing the modem only slightly improved the speed.

Ticket: # 1398552 - Unlimited LTE

Date: 1/16/2017 11:35:00 AM

City/State/Zip: Woodside, New York 11377 Company Complaining About: T Mobile

Description

I been 10 years with the company they use to Advertise unlimited LTE when I got my contract now I found out its only 8 gigs of LTE I notice they have a change signs but I think I should get unlimited LTE because that's what they sold to me or give me a refund for fake advertising

Ticket: # 1398685 - TDS Internet

Date: 1/16/2017 12:50:40 PM

City/State/Zip: Cherry Log, Georgia 30522

Company Complaining About: Tds

Description

We are paying for TDS internet services and not getting the services that we were told we would get. TDS knows that there is a problem with congestion and are not willing to do anything about it. They are charging us the full amount and not providing the service we are paying for. We have reported the trouble several times to TDS. When the service techs comes out, they tell us they know there is a problem they report it and they say they are not planning on doing any upgrades at this time and continue to charge the same monthly charge. We just want good service we are paying for. We are limited on our internet providers in this area. We have complained to the higher ups within TDS and we were advised to get another DSL line to our house to pay for more service and still get the unacceptable service.

Thanks

Ticket: # 1398754 - Overcharge and Misrepresentation of Services

Date: 1/16/2017 1:26:31 PM

City/State/Zip: Montgomery, Texas 77316-1467

Company Complaining About: Consolidated Ccommunications

Description

We live in a community that is only serviced by Consolidated Communications. The the basic internet service is very slow so they said the only way to improve our internet speed was to upgrade our service. They have sold us on two upgrades the most recent was to their most expensive service 1GIG service.

We have had their service reps out here several times, most recently Jan 16, 2017. We learned that the reason the download speed 186 to 226 Mbps and upload speed 41.58 to 321 Mbps are so slow is because Consololidated over sold the 1 GIG service and has too many users (15) on a single box. We were told the matter has been escalated however to date internet speeds remain far below the service they are charging us for. To add insult to injury Consolidate refuses to credit users for the overcharge for services they continually fail to deliver. We have been told the issue can only be addressed if the escalation of this service request is approved and more boxes are added, which is something the company is reluctant or unwilling to do.

Ticket: # 1398940 - Paying for 10mbs internet speed-not been getting even 1 for a long

time

Date: 1/16/2017 2:59:15 PM

City/State/Zip: Marengo, Ohio 43334

Company Complaining About: Centurylink

Description

We have been trying to work with Centurylink for many hours over the past months to resolve a speed deficit. They have rebooted our computer over two hours today and the problem is not within our desktop computer. Centurylink claims there is a repair ticket underway but we think the FCC needs to know that we've been paying (alot) for speeds we have not been getting over a very long time. This begins to feel like criminal activity since we've had to spend so many hours talking to people that pretend to help but it has never changed anything! Unsure if there is anyone else to turn to except a government authority or ombudsman.

Ticket: # 1398993 - Internet service from AT&T

Date: 1/16/2017 3:20:57 PM

City/State/Zip: El Paso, Texas 79912 Company Complaining About: AT&T

Description

I have been an AT&T customer for about 3-4. In May of 2016 i upgraded our internet service from 6mgbs to 75mgbs. I called last week to disconnect service because it had been incredibly slow and every time we called tech support all they would say is we had to restart the router, and if that didn't help then it would be \$49 to send a technician out. Calling to cancel has been the most absurd experience I have ever had in my life. The first young lady I spoke to 1. said that services would not be cut off until mid-night the day of cancellation. Which was a lie, they were cut off immediately. 2. i was never told what the procedure is for returning equipment. 3. after asking 2-3 times what I would own after cancellation (I full expected an early term cost) i was told that all I owed was \$147.00. Lastly, she never even offered technical support to help retain my patronage. It was clear I was just another number and I was correct it wanting to cancel my services with this company. I called back after ending the call with the first rep. but then called back with in 10 mins because I realized I didn't know what to do with my now useless equipment. When I called back I was told what procedure to follow for returning equipment. Now doubting what I was told in the first conversation, and figuring that it was too good to be true, I asked the agent to confirm that all I needed to pay was \$147. My suspicions were correct. From \$147 I suddenly now was told that I actually owed \$147 final bill, plus an additional \$320 cancellation fee.

I'm going to fast forward a bit to the part referring my internet service specifically. At this point I am speaking to another supervisor, the 4th person in a long and arduous journey into trying to understand how a company has no qualms in screwing people over. My balance has gone up to \$629 total including cancellation fees and final bill. The supervisor, who was incredibly argumentative and seemed to think that he was the only one in the ATT corp. who could solve our problem. He voiced several times that everyone we spoke to prior to him was incompetent. I was tired of having the same conversation over and over again and not getting any where but transferred on to some other rep who undoubtedly would not be willing to help us. We finally decided to just keep the services and live to fight another day. Only problem was that our services had already been disconnected. This is where the fun begins, while this supervisor was reconnecting our services he stated that the reason our internet had been so slow was because we only had 6mgbs internet. I LOST IT! I literally just saw red. This person had just confirmed for me that all this time I had been paying for 75mgb internet and i was only receiving about 10% of that. To top it off when I told him that all my bills state that i have 75mgb internet, he seemed not to care. He actually said, I don't care what your bill says. Basically whatever his computer screen said was more important. My issue here is the fact that this is deceptive trade practice, I have always paid my bill. And i could go on and on about how this company steals peoples hard earned money. Just a few months before I was out about \$200 because according to them I didn't call in to cancel the premium channel service that they added for free when i signed up, i didnt ask for them i didnt want them, i didnt watch them. But some how it was my responsibilty to call after 90 days to cancel them or i would be charged. So I called 2 days before, and what was their response? I was too late, and had to pay anyways.

Ticket: #1399090 - Frontier DSL

Date: 1/16/2017 3:55:35 PM

City/State/Zip: Paw Paw, West Virginia 25434

Company Complaining About: Frontier Communications

Description

Frontier has changed my provisioning to a lower speed again. It has been two years now since I have seen consistent speeds of over 2mbit/sec. Frontier upgraded a switch at a resort nearby that hardly anyone lives at, before they upgraded our switch, which has way more subscribers. I want this fixed NOW! I want free internet for two years because of the inconvenience this has cause me.

Ticket: # 1399391 - xfinity paying for something i was not getting/other issues

Date: 1/16/2017 6:15:36 PM

City/State/Zip: Winchester, Virginia 22602 Company Complaining About: Comcast

Description

Paying for internet blast download 150mb. Was brought to my attention that I was able to do internet speed through a smart phone app Dec. 2016. I performed a test results showing nothing greater than approx. 72mb standing within 5 feet of modem. Called xfinity for them to perform test 12/15/16 reset modem and told for credit on next bill(33min). No credit shown so called again with same test results and multiple fewer than 70mb at that on 12/29/16 asked for them to do test told test had no results. so they "escalated" this guy was the first person I spoke to that actually was the most helpful and knowledgeable. He fixed my issue and has been great since currently on 1/16/17. I inquired about some kind of reimbursement since I've been a customer since Feb. 2016. (1st bill). transfer over to billing explained to billing they as well "escalated" since they could only approve \$60 when he and I both felt at the time I had been a customer for 10months. He said to expect email 3-5 days for credit info. (46min). Holidays I waited until today 1/16/17 to call since I have not received an email. Again talked to some one in billing. She found the escalated billing ticket but "lost in space". said she spoke directly to supervisor then later speaking to "another person". All previous conversations I got a ticket # and/or cust. ref. #, this time told don't have one since emailed directly to supervisor. I asked for the email forwarded to me said cant asked them to speak to supervisor said they actually caught them on way out they are gone for the day. Said he approved for approx. \$13 credit since i was getting 70mb from Apr. 2(last tech visit bury line, took 2months) to Dec. 2016 equally approx. \$104. I asked why is it not back to Feb. she said I wouldn't try for anymore, technically only can approve 120 days. I explained I know almost nothing about internet and speeds clearly I've been paying in good faith for speed I signed up for and that it was set up correctly obviously not the case(44min). I have ref. #'s and more notes on conversations if need them. I feel I'm owed more and for nothing else just brought attention of issue I've had with speed and billing, if I'm not the only one.

Ticket: # 1399445 - TWC Throttling internet speeds, North Austin Tx

Date: 1/16/2017 6:43:44 PM

City/State/Zip: Pflugerville, Texas 78660 Company Complaining About: Time Warner

Description

TWC Throttling internet speeds, North Austin Tx... was told to file a complaint here from others who have also submitted this same form about their connection speeds being throttled. Currently have 200mb/s speed plan from TWC, only getting 50mb/s through connection tests.

Ticket: # 1399636 - TWC Limiting Data Rates

Date: 1/16/2017 8:21:19 PM

City/State/Zip: San Antonio, Texas 78240 Company Complaining About: Time Warner

Description

Originally filed complaint #1298215. The response from Time Warner (now Spectrum) does not address the issue of the original complaint.

Time Warner falsely indicated in their response letter that the issue was a damaged cable. This is not correct. The complaint issue was identified because of separate service call for the damaged cable that uncovered a filter on our line limiting our bandwidth.

Also, in their response letter, Time Warner incorrectly identified the "Service Ticket Number." The number provided references a separate service call I had to make a month after the cable was replaced to have it buried.

The contact number provided in the letter for further assistance with the complaint is just their customer service line and when I called on or about 12/28/16 the customer service representative had no idea how to handle my issue. I was told I would get a call back within 2 hours from her supervisor. This was about 19 days ago.

Bottom line is that Time Warner didn't address the original complaint at all. They just put a random service ticket number from my account into a letter and stated that the bandwidth issue was caused by a damaged cable. Cables get damaged all the time and I would not file a complaint about that. The issue is that their own technician pointed out the filter on the line and asked me if our internet had been slow. When I told him we never had the speed we were paying for he said it was because of the filter that was on the line. The technician did repair the damaged line and we have been getting the full speed that we are paying for now. But according to their technician our bandwidth would have still been less than half of what we were paying for and its common for him to find these old filters on lines. If it is so common why wouldn't Time Warner either check for the filter when they upgrade you to fiber or consider that a filter might be on the line when a customer complains about internet speed (which I did several times over the months).

What bothers me most is that it seems their technicians out in the field are aware of this issue yet even when I make a complaint to the FCC Time Warner fails to even acknowledge the issue and files a response letter to the FCC full of inconsistencies and half truths.

Ticket: # 1399770 - ATT & DIrect TV

Date: 1/16/2017 9:59:49 PM

City/State/Zip: Delray Beach, Florida 33446

Company Complaining About: AT&T

Description

Description

I ordered direct tv to get specific shows and the NFL package. They never told me that due to contract issues i would not get my local stations or i was not able to watch specific games due to legal issues. On top of that i order a 100mb download for the internet. I am getting around 20 megabytes.. I have made numerous call and no one can ever help me and I am bounced around from one call center to the next and now they want to send out a technician. I don't have time to stay home all day and wait for them to come fix these issues and they wont let me out of the contract. I was sold a false bag of goods..

Ticket: # 1399825 - Internet complaint

Date: 1/16/2017 11:08:50 PM

City/State/Zip: Pottsville, Pennsylvania 17901

Company Complaining About: Verizon

Description

My "High-Speed" internet isn't much faster than dial up! My internet is constantly going out and routers typically last 1-2 years. I don't know anyone who has worse internet than me!!!!

Ticket: # 1399843 - DSL Service unusable

Date: 1/16/2017 11:34:17 PM

City/State/Zip: Gallitzin, Pennsylvania 16641 Company Complaining About: Verizon

Description

My internet service is unusable. I am paying for 3-7Mbps DSL internet service and tonight I am getting 0.33Mbps. It usually runs at a constant 0.70Mbps. This has been going on for over a year now and Verizon has stated they oversold our area and were not going to fix it. It is so bad now that nothing works! I have a voice mail from April 2016 when I submitted a complaint to the Better Business Bureau, Tony at Verizon Support Escalations stated the circuit in our area is at max capacity and is they were not going to fix it(see attached voice mail). They gave me a \$10 credit for a few months but that stopped after the bbb case was closed and then I kept getting a late charge because it said I owed \$10.

My BBB case number was Complaint #(b) (6)

Ticket: # 1399846 - Internet slow

Date: 1/16/2017 11:50:57 PM

City/State/Zip: Gallitzin, Pennsylvania 16641 Company Complaining About: Verizon

Description

The speed of our internet service is unusable, Verizon stated they oversold our area and will not be fixing it. I had filed a Better Business Bureau complaint this past year with no luck. My bbb case number was (b) (6)

Ticket: # 1399874 - CenturyLink unfair internet service

Date: 1/17/2017 12:31:07 AM

City/State/Zip: Jackson, Wyoming 83002 Company Complaining About: Centurylink

Description

To Whom it may concern, My wife and i built a new home here in a small subdivision of Jackson Hole, Wyoming back in 2009-2010. We are in an unincorporated private subdivision 8 miles south of the Town of Jackson, WY. There are ~75 homes here and we have one option for internet and Land line phone service. The only offering from Century link is a 1.5 Mb up and down DSL service. This is billed to us at a discounted rate of \$14.99/mo. the service is 99% of the time 99% maxed out. On most days we can hope to achieve 75% of the advertised speeds. The need for an upgraded service has been ignored for as long as we have lived here. I would like to petition the FCC to help the residents of this neighborhood achieve an internet connection worthy of 2017 standards. If you were to look at the current offerings that Century Link advertises on their web site, we pay 75% of their lowest offering, which is \$19.95 for 12Mbps/mo, but receive less than 10% of their slowest advertised speeds! This is an injustice, that this company chooses to continue to ignore its customers needs and charge us for a service that belongs to 1990 standards!! This has criminal behavior has been ignored for years and Century Link makes no effort to correct or inform their customers. Thank you for your consideration.

Ticket: # 1399938 - Comcast internet service

Date: 1/17/2017 1:54:02 AM

City/State/Zip: Mercer Island, Washington 98040

Company Complaining About: Comcast

Description

I have a long history of issues with Comcast. The latest one is that they sent me a new router which I had not requested saying that the one they had given me a year earlier was no longer to be used. Since they installed the new one the internet connection is much slower and keeps getting lost altogether. A Comcast representative told me that Comcast was not responsible and that all they could do was give me yet another router which I would have to install myself or pay them \$70 to come and check the problem though they could not guarantee that if I paid them they could provide me with the speed I am paying them for (I am paying for the maximum they offer in my area).

Ticket: # 1399940 - Frequent Disconnect and very low internet speeds

Date: 1/17/2017 1:55:29 AM

City/State/Zip: Jacksonville, Florida 32224 Company Complaining About: Comcast

Description

Over the last 1 year, getting download speeds from 5MB to 75MB. Majority of the times its less than 15MB despite i'm suppose to get 75MB for the blast package

Called over 10 times to their support and had their teachnical about 6-7 times come to my home. Most of them say that its known problem in this areas.

Usually the connection disconnects every 3-6 mins. The connect comes back after 5-10 secs.

They customer service is horrible

Need refund for all the service costs for the last 1 year and connection issue fixed.

Ticket: # 1400231 - comcast service

Date: 1/17/2017 11:23:04 AM

City/State/Zip: N. Lauderdale, Florida 33068 Company Complaining About: Comcast

Description

hello.. my original tkt # is (b) (6)

complaint that i filed with the fcc regarding my comcast service. i spoke with a rep named Candice regarding the issue but got no resolution to my complaint. During the

conversation I explained to her that i never received the service that i was paying for. my high speed internet

was never at the speed it was supposed to be because the modem installed from day one was out of date.

although she could confirm this buy seeing what modem i had her excuses were: "it's not the installers responsibility to make sure i have the right equipment" and "you were getting service so we don't owe you anything" and "we didn't know you had a problem until you told us". After coming to no resolution with Candice I asked to speak with someone in a higher position, she advised me that her manager would contact me in a day or so. I did receive a call from Merideth on 11/23/16. i returned her phone call several days later as she stated

she would be out of the office for a few days. to date.. no one from comcast has returned a call to me. i need to know what other options i have to deal with this?

to make matters worse.. i recently received a letter from "candice" from comcast full of lies stating the she and i spoke and came to an agreement.. which is a blatant lie.. if we had agreed to anything i would not have asked for her manager to contact me. i am and have no way been satisfied by comcast regarding the situation with my service.

Ticket: # 1400406 - Fraud Date: 1/17/2017 12:28:03 PM

City/State/Zip: Hollywood, Florida 33020 Company Complaining About: Comcast

Description

I contracted a service of internet by phone. They offered me a speed of 25mb per 19.99 month. I was agree with that, but the next day when I check my speed I can saw that was only 10mb. So I called them and after one hour they tell me that in 72 hours they going to fix it. But after wait for 4 days I called again, and the response was, that if I wan more speed, I must to paid more money, 49.99. I told them, it is a fraud, because they told me I will get 25mb per 19.99. And they did not give any solution. just that I must to pay more!!!

Ticket: # 1400538 - internet speed

Date: 1/17/2017 1:10:41 PM

City/State/Zip: Burleson, Texas 76028 Company Complaining About: AT&T

Description

AT&T DSL has produced an avg download rate over the past 6 months of 1.2 Mbps of the 3.0 Mbps Contracted download rate. This in the bottom 8% of the national ranking. (speedtest.net). I am receiving 40% of the contracted rate. I believe this is false advertising of services as well as I am being charged for 100% and only receiving 50% of the service contract.

Ticket: # 1400769 - Centurylink DSL reliability and connection speeds

Date: 1/17/2017 2:10:04 PM

City/State/Zip: Columbia, Alabama 36319 Company Complaining About: Centurylink

Description

I pay for the fastest speed Centurylink DSL available in my area, 1.5Mbit down / 512K up. I receive on average 500K down / 256k up. I have contacted Centurylink multiple times about this with their response being that the connections have been over sold in my area and the equipment can not support the load. Centurylink gives no resolution and I have no other internet providers available to me. I am hoping for some assistance in getting the internet speeds I am paying for. Thanks.

Ticket: # 1401497 - slow internet

Date: 1/17/2017 5:54:31 PM

City/State/Zip: Burleson, Texas 76028 Company Complaining About: AT&T

Description

I am not receiving the speed of internet that I am currently paying for through At&t. I have other neighbors experiencing the same issues like (b) (6)

Ticket: # 1401567 - Slow internet service or no internet service

Date: 1/17/2017 6:21:03 PM

City/State/Zip: Mt Pleasant Mills, Pennsylvania 17853

Company Complaining About: Verizon

Description

Our internet service is horrible. Half the time it doesn't work. I have a small business and send secure information to my accountant and half the time it doesn't work. I have to send it 2 or 3 times

Ticket: # 1401928 - Internet Date: 1/17/2017 9:20:50 PM

City/State/Zip: Gig Harbor, Washington 98329 Company Complaining About: Centurylink

Description

My internet is so slow most of the time we can't get anything to load. I've called and asked for a repair guy to come out but after 2 weeks he never did I waited home all day for 2 days being told someone would come and no one actually came. I received a text saying they fixed something down the road but never actually came to my house and my internet still sucks. I was told the wire is outdated and needs to be upgraded but there are no plans for that to happen I also know that several of my neighbors have also called and complained. If I had another option for internet I would switch in a heart beat even if I had to pay more for the service.

Ticket: # 1401957 - Comcast cable

Date: 1/17/2017 9:49:28 PM

City/State/Zip: Detroit, Michigan 48224 Company Complaining About: Comcast

Description

Comcast routinely lags our service and I am tired of not getting anywhere near what I am paying for.

Ticket: # 1402020 - Regarding Internet Speed.

Date: 1/17/2017 10:47:06 PM

City/State/Zip: Northbrook, Illinois 60062 Company Complaining About: AT&T

Description

On April, 2016 I called AT&T to cancel their service because of poor Internet service they provided. AT&T decided to have a deal with me and just for staying they gave me Internet service with 45MGBs of speed. By the end of December, 2016 I decided to cancel service with AT&T because still Internet was slow and so on. I called them again and told them about my decision. The AT&T representative told me that I can't leave AT&T because I'm under contract with them till April, 2017. So I asked them to send a technician to my house to fix the speed of Internet. The technician came and carried out speed test. To my surprise speed was around 16 Mgbs on a first floor and 6 Mgbs on a second floor for my son's computer. The technician asked me if the AT&T technician who came before to set up a new router for high speed Internet, set up my computers. I explained that nobody touched our computers and no settings were made. So, the technician worked on all our computers and set them up for 5G. After all he carried out the speed test again and all our computers showed speed of 45Mgbs. So, I called AT&T again and asked them for compensation, because 10 full month I did not have speed AT&T have promised. I paid for speed of Internet, assuming I receive 45Mgbs. Instead I was receiving less than even 20Mgbs. It was not my fault and repairman failed to set up our computers properly to provide right service. I asked AT&T representative to talk to a manager. She said that manager would call me within 48 hours. He never called me. That is why I decided to file an official complaint against AT&T. And I'm looking for a compensation for amount equal to a difference in price between 20 and 45Mgbs of Internet speed. As representative told me the price difference is around \$25.00. For 10 month the compensation should be around \$250.00.

Ticket: # 1402177 - Slow DSL service

Date: 1/18/2017 1:34:29 AM

City/State/Zip: Lakebay, Washington 98349 Company Complaining About: Centurylink

Description

I have been a customer of Centurylink for over 10 years. Over the past few years our area had been flooded with new users as a result the speed of internet has slowed down to the point most of my work can not be done at home and simple pleasures like watching Netflix is not possible. I often find myself spending many extra hours at work because I need the Internet to do my job. If the internet worked as it should I could be home with my family getting work done. I pay for 10.0 M I rarely exceed 1.0M. This is not acceptable. I would immediately switch to a new provider but there is not one for my area. Centurylink is taking advantage of this monopoly. I have called on numerous occasions to solve this issue. I get the same answer there is nothing to be done.

Ticket: # 1402250 - Wave Broadband not providing advertised internet packages

Date: 1/18/2017 6:54:08 AM

City/State/Zip: Canby, Oregon 97013

Company Complaining About: Wave Broadband

Description

Over the course of the last 3 months I have continually contacted Wave broadband as they have not delivered on the advertised internet speeds of our internet package. I have contacted Wave Broadband consistently, they've sent Reperesentatives out to our residence around 4 times, each time essentially providing 0 change to our internet speeds. I've documented screenshots since late November indicating the speed issues, yet their representatives seem unable to remedy the issue.

During the day it is consistent where Google, Speedof.me, and

indicate we are getting less than 10Mbps internet speeds. Even outside of peak hours we have RARELY seen our internet speeds hit the 115Mbps down/15Mbps upload speeds.

Wave support consistently uses their own webpage for internet speed tests when contacting them, and seems to shrug off websites such as Google, and Speedof.me as they are third party, even though the only websites that seem to maintain decent speeds are hosted by Ookla, which is known for hosting nodes that have artificially inflated speeds when ISPs are tested. (This is clear when you see nodes are hosted by companies such as Comcast.)

During our calls we have been told lies, such as there being ongoing outages, fiber lines cut, ect ect. Reps on calls after such excuses have dismissed them as being nonsense and fabricated by the previous Phone technicians. The representatives that have come to our house have told us multiple times that numerous people are making complaints in the area, indicating this is an issue that extends beyond just our apartment complex, yet after 3 months of giving them the benefit of the doubt, I still have no recognizable path towards a resolution.

I do not see how this can be seen as anything but false advertisement, as they claim to be able to deliver speeds of 115Mbps download, yet I have almost never seen those speeds while having owned their service, other than when testing very specific internet test sites that are PURELY owned by Ookla. I do understand certain hosts not being able to provide adequate bandwidth, thus having slower speeds while accessing, however Google is likely not to be included in such, and the kind of speeds we're seeing should not be 2Mbps versus the 115Mbps as advertised.

I have attached the screenshots I have gathered, which you will see were nearly daily over a month, at which point I got tired of putting in so much effort to document a case, and have seldom taken screenshots as of late. I am happy to continue to do so, but I feel the problem is very clearly on Waves side and I have gathered adequate evidence to indicate there being an issue. I have contacted wave AT LEAST 8 times over this course of time. During these contacts, technicians have told me they'd speak with their managers, or network engineers to try to identify an issue. I would hesitate to contact them for a few weeks to give them time to remedy the issue, however nothing has come of a result of any contacts with them.

Ticket: # 1402367 - Shentel Date: 1/18/2017 9:43:41 AM

City/State/Zip: Honaker, Virginia 24260 Company Complaining About: Shentel

Description

I have had "business class" internet through Shentel for over a year now. From the beginning, they have tried to make the the claim that they are the only ISP in my area (even though BVU's cables are at the end of my 40 ft driveway). They use that as leverage to provide spotty service at a premium rate. When I lived in Knoxville, TN I was able to get much faster (50 mg speed) for a fraction of the price (~\$30/month) and could get the same speed for the same price if I was able to sign up with BVU optinet (which runs right over my driveway). Instead, shentel charges us ~\$150/month for 10mg speed! Not only that, but I BARELY ever get the promised speed. I have proof through tests run through Speedtest.net (and through phone records) that I've had to call them monthly and sometimes multiple times throughout the month in order to actually get the 10 meg speed which was promised. It's unfair that I'm paying 5 times more for 1/3rd the speed and RARELY even get the speed which was promised to be provided. The average speed that I actually get from shentel is around 1 meg speed.

Ticket: # 1402368 - Exede internet service

Date: 1/18/2017 9:44:31 AM

City/State/Zip: French Camp, California 95231

Company Complaining About: Exede

Description

I've been with exede for more then a year now, this internet service was the only provider that was available in my are and since I've had it, the internet speeds have been mediocre to bad, but still usable.

However, this all changed last week when the internet speeds have been so slow that loading a single webpage is almost impossible, even trying to load a mostly text based website is met with difficulty and usually ends with website having to reload due to the slow speeds making my computer mistake this as some webpage related problem.

I contacted them and initially was told there was a problem and managed to get some assistance, their representative even encouraged me to call them back. After the the problem came back a day later, I contacted them again only to be told over and over that it was due to going over by data plan, even though I had gone over my data before and rather than being just slowed it seemed like I was getting no service at all. The only saving grace is their free zone that lets me use my internet from midnight to 5 a.m., which is leaving me exhausted having to stay up between those hours to use a service I'm paying \$60 a month for, which has caused me to stay up for the last few nights to even use this service that provides me close to no service at all.

What's worse is that soon I'll be going back to school and having access to the internet will be crucial to my classes. I'm in an area with few options for internet service providers, and the one of the very few options available to me is providing me a service that isn't working at all now. Even right now I have o stay up in order to send this complaint or else the page would fail to load, I would appreciate some assistance on this matter or if anything can be done about our current issue.

Ticket: # 1402567 - Horrible speed

Date: 1/18/2017 11:34:22 AM

City/State/Zip: Bailey, Colorado 80421 Company Complaining About: Centurylink

Description

(b) (6)

We pay the same as century link customers who get 40 mb. I never achieve over 5. I have called and have been told, by customer service, they would even try to stream at our speed. Our service was better, by far, with Quest! Our box is old and they over sold the service. We have no other options because of how our home is positioned with the mountains.

Ticket: # 1404099 - Frontier FiOS Internet

Date: 1/18/2017 8:10:00 PM

City/State/Zip: Long Beach, California 90808

Company Complaining About: Frontier Communications

Description

We are currently paying for 100/100 mbps FiOS internet from Frontier, for the last 8+ days we have been receiving on average 5/30mbps. This renders our WiFi useless. We cannot use our streaming on Our smart tv, we cannot use the wifi on our phones which causes us to go over our data usage on our cell plans, and most importantly I work from home as a second income. Which forces me to utilize free wifi from local establishments for limited use, as you do not necessarily want your personal info possibly exposed over insecure networks. I have made calls to Frontier and have been blatantly lied to (was told there is a "kink" in my Internet and a tech would be out 6 days later 1/17/17). Received a voicemail 1/15/17 to call Frontier back and update the ticket, as there were no notes about my problem and until I called the ticket would be on hold (I saved voicemail). When I called back I explained to a customer rep my frustration, she then "ran some tests" and added notes to my ticket about the problem I am having. She then told me a tech would be out 1/18/17 not 1/17/17. On 1/17/17 at about 9:00 am I received a call from my wife that a tech was at the house. To my surprise yet again, Frontier reps misquoted the service date. Luckily we had someone at home to let the tech in. Tech ran some tests and listened to our symptoms and told my wife that every customer who had called in the area is having the same problem. He explained the source is some main location and there is no resolution, no ETA, and even he is frustrated because he cannot make the repair and has nothing to tell the customers. He has been in touch with his managers and they have been in touch with their managers.. no resolution, ETA or explanation. When my wife asked how to go about receiving a credit, etc for the internet services we are not receiving, he informed us to text a picture of our speed test we run everyday and our info (name, address, phone number). He said to send the text everyday and after a few days ask about credit/refunds. I thought this was somewhat odd. Seems even the employees are becoming frustrated. A year ago we went about 3 weeks with zero internet, were given confirmation number over the phone that when we called back didn't link to any trouble tickets or information and even waited an 8 hour window on Memorial Day only to have the tech no show. I had to file an FCC complaint then, and only then was my issue resolved in 24-48 hours. I am at the end if my rope as a customer and will be looking into switching providers as I did back then. Would be a lot easier if they could satisfactorily resolve the issues on their end. In addition, since I know Frontier will be reading this complaint, I refuse to pay a dime on my bill until some sort of agreement is made as far as crediting the services in your contract that thus far has failed to provide. Your company practices are shameful, if their are technical issues on your end, lying to your customers or flat out not addressing it is not the answer.

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Ticket: # 1404298 - terrible internet service

Date: 1/18/2017 10:27:43 PM

City/State/Zip: Cherry Log, Georgia 30522

Company Complaining About: Tds

Description

cant work work from home.

-currently paying for 15 mb @ \$159.40-

current speed test used @ http://speedtest.tds.net/

Last Result:

Download Speed: 6203 kbps (775.4 KB/sec transfer rate)

Upload Speed: 676 kbps (84.5 KB/sec transfer rate)

Latency: 31 ms Jitter: 2 ms

Packet Loss: -1% 1/18/2017 9:17:26 PM

Ticket: # 1404306 - Comcast Date: 1/18/2017 10:33:43 PM

City/State/Zip: Oakland, Tennessee 38060 Company Complaining About: Comcast

Description

We are now 3 times of scheduled appointments to repair an issue with our service that they have not shown up to. 1 tech shown up, at beginning. set us a scheduled appointment to repair the issue, no show. Call, set a new appointment, no show again. Then a third time. Now, after sending us a full bill for services not rendered, they are trying to start the entire process over, with sending a tech to investigate the issue all over.

Ticket: # 1404334 - More Problems with AT&T

Date: 1/18/2017 11:04:17 PM

City/State/Zip: Ocean Shores, Washington 98569-1473

Company Complaining About: AT&T

Description

More Technical and Billing Issues and Lack of Corporate Office Response. Last night both my cell phone and hotspot went out. I called and was told a tower was out. I mentioned that my speed has been less than 4G this entire billing cycle. I am on one of those "unlimited" plans which lowers speed after 16GB, but when the new billing period began, the speed never increased back up to 4G. I'm paying for 4G, not 2.4, but I'm not getting it. The young man I spoke with said he'd credit me \$40, but that it generated a case #. There is no reason why a case should be generated every single time I call in and am told I'll be credited, esp after what AT&T put me through a few months ago, which was a nightmare from hell for two months. The corporate office person who finally resolved the issues months ago no longer works for AT&T. The person who took her place did not respond to my e-mail today. I should be credited for the entire month I've gone without 4G that I'm billed for, in addition to the cell phone and wireless outage last night, and I shouldn't have to wait for a supervisor to approve it, which is what happens when a case is generated, as the credit won't show up on online until a supervisor approves it. This is wrong. If a customer is told on the phone they'll be given credit of a certain amount, then AT&T needs to immediately credit it to the customer's online account. There is no reason whatsoever other than greed why AT&T is forcing supervisors to discredit promises of credit made to customers. My time is valuable to me, and every time I have to call AT&T, it's at least a 2-hr phone call.